Living In Accommodation User Guide

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The Basics

Introduction

The Project

DHA now provides an online booking and allocation service for all Live-In Accommodation (LIA) across Australia – commencing in South Queensland on 1 September 2013. This service includes all Permanent, Transit and Course/Group LIA requirements.

Bookings are lodged by users via the DHA Online Services website. A dedicated Contact Centre supports the on-line service. Room allocations are largely done automatically according to room allocation rules developed and agreed to at each Base.

Following the initial pilot period in South Queensland, all other bases across Australia will come online in an implementation program running from January to May 2014.

Contacting us

- Online bookings - www.dha.gov.au
- Email us - LIA@dha.gov.au
- Telephone us - 139 DHA (342) then select Option 1, then Option 3

The LIA Contact Centre is based in Brisbane and provides national support for LIA bookings, allocations and associated queries. The LIA CC is open from 08:30am to 5:00pm Monday to Friday, regardless of where you are and what Australian time zone you are in.

Functionality Modules

As a user of LIA, you will be provided access to any of a number of functionality modules – allowing you access to perform those functions in the BAS. What modules you can access will be dependent upon your role and is a decision made in your chain of command. Which modules you are assigned will be identified as part of pre-GO LIVE workshops.

User Roles

Role	Description	Who	Functions
Base Authority	Overall management of the Base	SADFO and BSM Possible 1-2 additional	• **Change Room Restriction Rules, except Unit Managed** • Take an entire building off-line • Make or amend a bulk booking • Make or amend a manual booking • Cancel/veto an allocation
Base Management	Assists Base Authority	SADFO Representatives BSM Representatives	*Has functionality as per the Base Authority except for the ability to change room restriction rules.*
Service Provider	Housekeeping and Concierge functions	Garrison Contractors Plenary Concierge	• Confirm Occupancy (Check In) • Confirm Departure (Check Out) • Take room off-line for maintenance or cleaning and return on-line • ***Unable to make bookings or amend room allocations***

Approving Authority	PACMAN Delegations	Heads of Resident Units exercising PACMAN delegations.
		
		CO/OC or XO not below MAJ(E). Includes the SADFO for his/her chain of command.
			• PACMAN Delegations
			  ○ Evict a Member (and cancel eviction) including revoking a Licence to Live-In and approving Member to live off.
			  ○ Approve LIA when Member has suitable accommodation in locality
			  ○ Determine a position or person required to occupy LIA
			• Change Room Rules, only for Unit Managed LIA
			• Make manual booking for Unit Managed (eg: VIP)
			• Cancel/veto an allocation for:
			  ○ Unit Managed LIA
			  ○ Mandatory PLIA members in chain of command
			• Room Swaps

Unit Management	Assists the Approving Authority	Unit Housing Officers RSMs, SWO, WODs, etc	*Has functionality as per the Approving Authority except for the ability to exercise PACMAN Delegations.*
Course Coordinator	Course bookings and panelling course members	Course & Exercise coordinators	• Make or amend a bulk booking • Make/amend a manual booking (override) for Unit Managed including VIP room booking

Request Access or New Role

Your DHA Account

Access to the BAS will be assigned to existing DHA Online Services accounts. If you need to undertake activities in the BAS and you do not have an existing DHA Online Services account, one will be created for you. You must ensure the security of this account to maintain privacy of your own personal information as well as the information you are privy to as part of the performance of your duties. Use of a Defence email address in your Online Services account is encouraged.

Create or Amend Account

The nominated positions below can instruct DHA to create new or amend existing User accounts by sending an email to LIA@DHA.gov.au. These instructions should clarify:

- The level of access required and for which base/unit it is required for.
- Whether the request is for an additional role or replacement role to trigger removal of vacating user if necessary.
- The date by which the new or amended access is required, eg: for expected handover to an incoming member.

The following outlines those position holders who can request new or amended User accounts.

Base Authority – Incumbent Base Authority of the Base

Base Management – Incumbent Base Authority or Base Management position holder of the base

Approving Authority – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

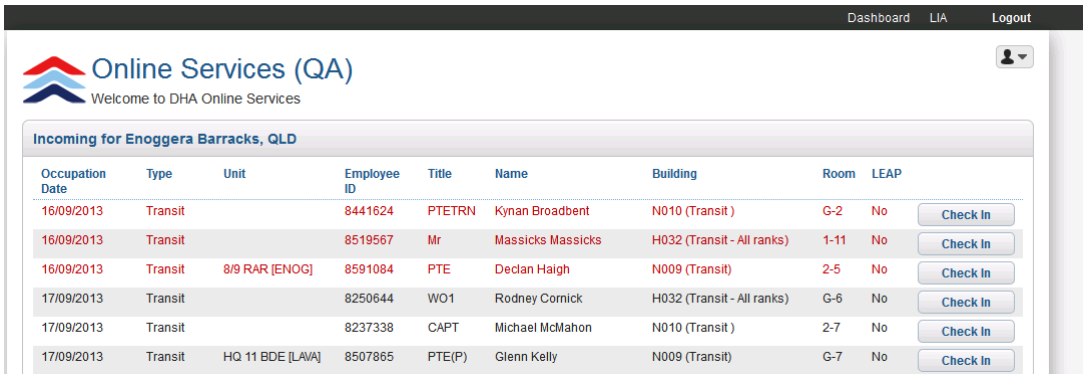
Unit Management – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

Course Coordinator – Approving Authority of the Member's Unit, the Base Authority or Base Management position holders of the Base

Service Provider – Incumbent Base Authority or Base Management position holders of the Base

The Dashboard

Incoming Today (and Check-In functionality for Service Providers)



Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP	
16/09/2013	Transit		8441624	PTETRN	Kynan Broadbent	N010 (Transit)	G-2	No	Check In
16/09/2013	Transit		8519567	Mr	Massicks Massicks	H032 (Transit - All ranks)	1-11	No	Check In
16/09/2013	Transit	8/9 RAR [ENOG]	8591084	PTE	Declan Haigh	N009 (Transit)	2-5	No	Check In
17/09/2013	Transit		8250644	WO1	Rodney Cornick	H032 (Transit - All ranks)	G-6	No	Check In
17/09/2013	Transit		8237338	CAPT	Michael McMahon	N010 (Transit)	2-7	No	Check In
17/09/2013	Transit	HQ 11 BDE [LAVA]	8507865	PTE(P)	Glenn Kelly	N009 (Transit)	G-7	No	Check In

SP/Concierge clicks Check-In when key issued

Contributions automatically start (no AD293)

Other users have the same screen without Check-In/Out buttons

Outgoing Today (and Check-Out functionality for Service Providers)

Outgoing for Kokoda Barracks, Canungra, QLD

Vacation Date	Type	Unit	Employee ID	Title	Name	Building	Room	
30/08/2013	Transit		OL000241	Mrs	ANDREW MCBARON	N023 (Officers Mess)	1-12	Check Out
07/09/2013	Bulk		8166017	FLTLT	Darren Edmonds	N021	G-5	Check Out
07/09/2013	Bulk		8185693	FLTLT	Roslyn Walker	N021	G-13	Check Out
07/09/2013	Bulk		8161964	FLTLT	Michael Dixon	N021	G-3	Check Out
07/09/2013	Bulk		8208128	FLTLT	Donna Grant	N021	G-7	Check Out
07/09/2013	Bulk		8165379	FSGT	Suzanne Harvey	N021	G-9	Check Out
07/09/2013	Bulk		8165135	FSGT	Candice Simpson	N021	G-11	Check Out
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47	Check Out
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47	Check Out
13/09/2013	Transit		OL4715	Dr	Paul Fisher	B040	G-10	Check Out
14/09/2013	Bulk	1 CSSB [ROBI]	8272192	MAJ	Mark Pearson	N007	1-43	Check Out
14/09/2013	Bulk	PILBARA [PORTHE]	8257061	MAJ	Anthony Mew	N007	1-47	Check Out
14/09/2013	Bulk	1 AVN REGT [ROBI]	8233865	MAJ	Heath Smith	N007	1-59	Check Out

SP/Concierge clicks Check-Out when key returned

Contributions automatically cease (no AD293)

Building Calendar

Room Availability for Enoggera Barracks, QLD

Building / Floor: Q129 (8/9 RAR ORs) | All Floors | Weekly View

Allocated | Occupied | Offline | Vacant | Bulk Booking

	Sun 15/09/2013	Mon 16/09/2013	Today	Wed 18/09/2013	Thu 19/09/2013	Fri 20/09/2013	Sat 21/09/2013
Room: 1-1							
Room: 1-2							
Room: 1-3							
Room: 1-4							
Room: 1-5							
Room: 1-6							
Room: 1-7							
Room: 1-8							
Room: 2-1							
Room: 2-2							
Room: 2-3							
Room: 2-4							
Room: 2-5							
Room: 2-6							
Room: 2-7							
Room: 2-8							

Displaying items 1 - 16 of 16

« Previous Week | Next Week »

Future visibility of bookings, allocations and occupations

Weekly or Monthly Views

Double click to drill down to booking or room information

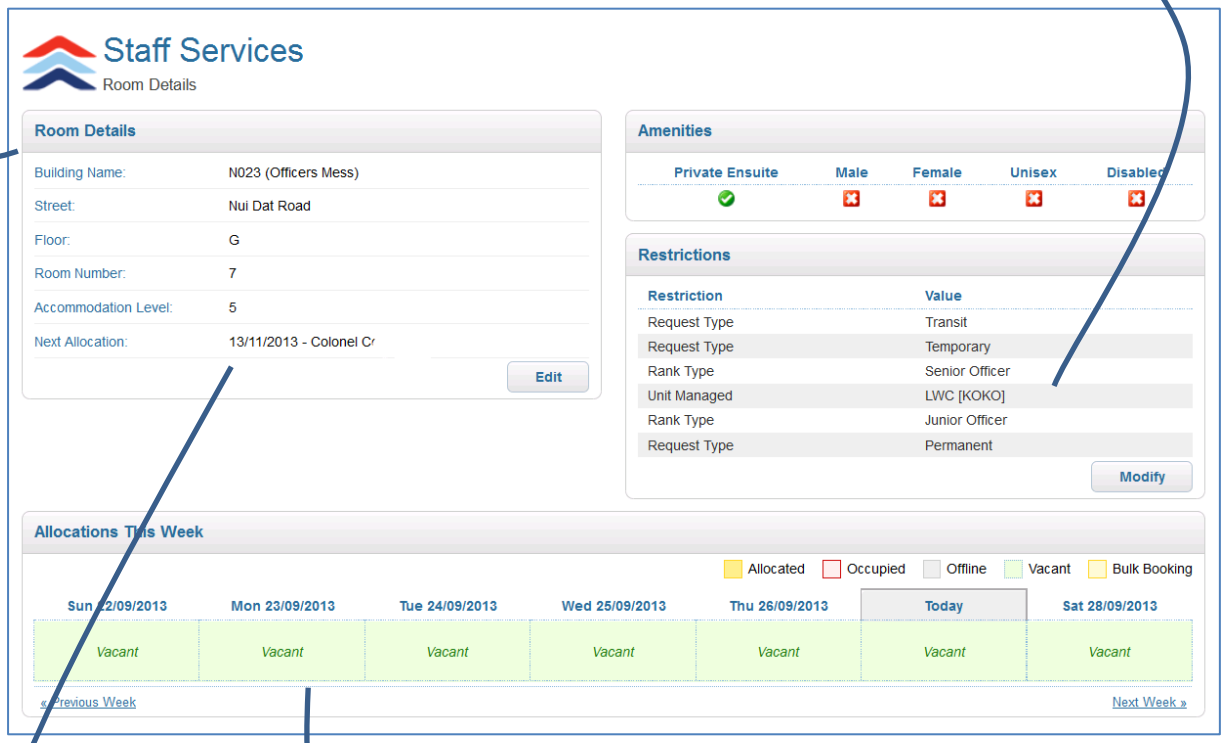
Viewing Room Data

Book LIA via DHA Online Services

Room Restriction Rules that govern how this room is used and how it is auto-allocated by the system. The BSM and SADFO also have the ability to change the room restrictions

Book LIA via DHA Online Services

Information about the room including details on the next allocation. This is also where Service Providers and Base Management staff can take the room offline.



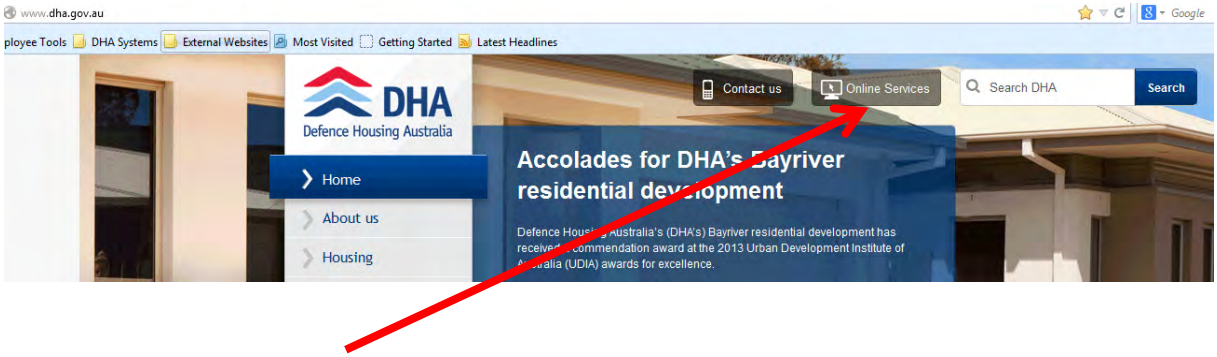
Room Calendar

Allows you to see information about allocations and occupancies. Double clicking into the calendar will enable other functions such as Manual Allocations and Evictions

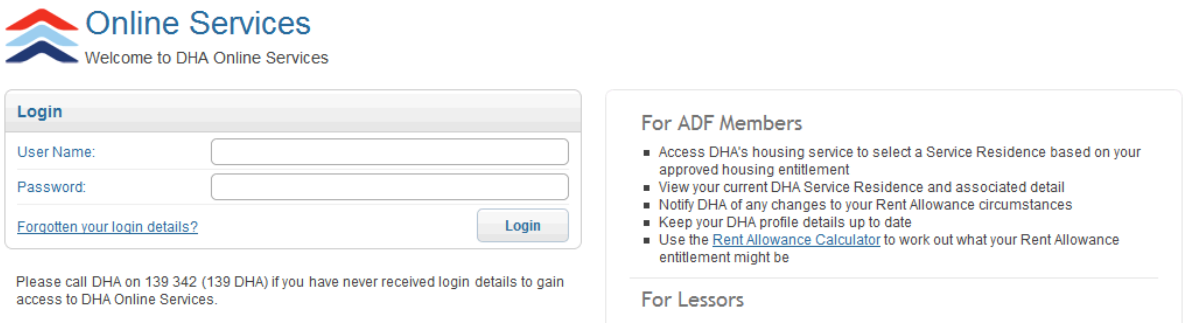
When is a room due to be used next?

Member Request for LIA

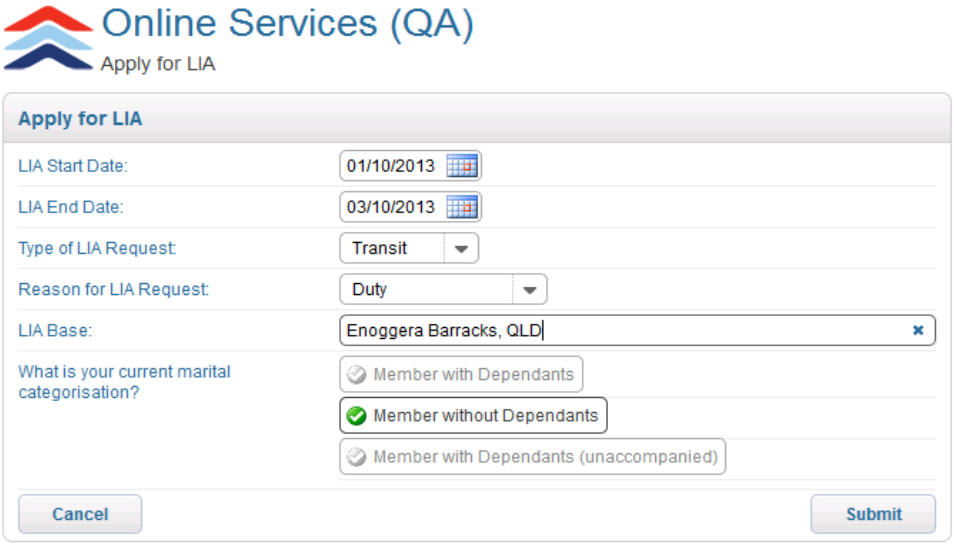
Book LIA via DHA Online Services



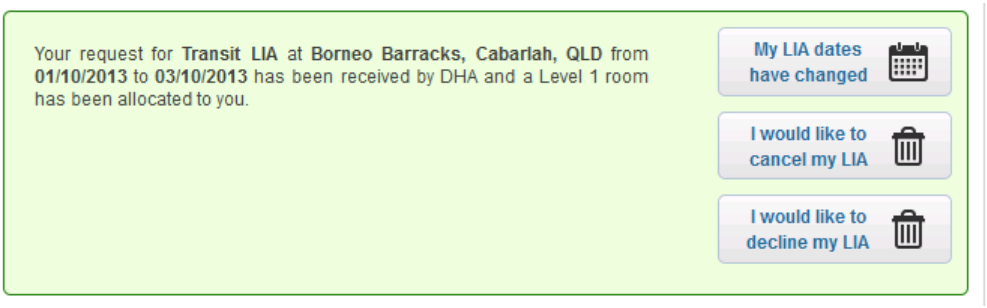
Go to the DHA website (www.DHA.gov.au) and access Online Services.


Online Services
Welcome to DHA Online Services
Login
User Name:
Password:
Forgotten your login details?
Login
Please call DHA on 139 342 (139 DHA) if you have never received login details to gain access to DHA Online Services.
For ADF Members
Access DHA's housing service to select a Service Residence based on your approved housing entitlement
View your current DHA Service Residence and associated detail
Notify DHA of any changes to your Rent Allowance circumstances
Keep your DHA profile details up to date
Use the Rent Allowance Calculator to work out what your Rent Allowance entitlement might be
For Lessors

Any Member with access to DHA Online Services can make an online booking for themselves by selecting “Apply for LIA” from the LIA menu. Enter the details and click submit.



If a room is available that meets the local room allocation rules, the following message will appear.


Your request for Transit LIA at Borneo Barracks, Cabarlah, QLD from 01/10/2013 to 03/10/2013 has been received by DHA and a Level 1 room has been allocated to you.
My LIA dates have changed
I would like to cancel my LIA
I would like to decline my LIA

Nil LIA

If a room is not available, the Member will be advised accordingly. If it is a:

- Permanent LIA request that cannot be met, the Member will be automatically pre-approved for Rental Allowance and directed to the online RA application process.
- Transit request, the person making the booking request will receive an email that can be provided to an appropriate travel delegate to seek approval for commercial accommodation.

NOTE: Permanent LIA for IET and other mandatory members does not automatically tip to RA.

Permanent LIA Requests

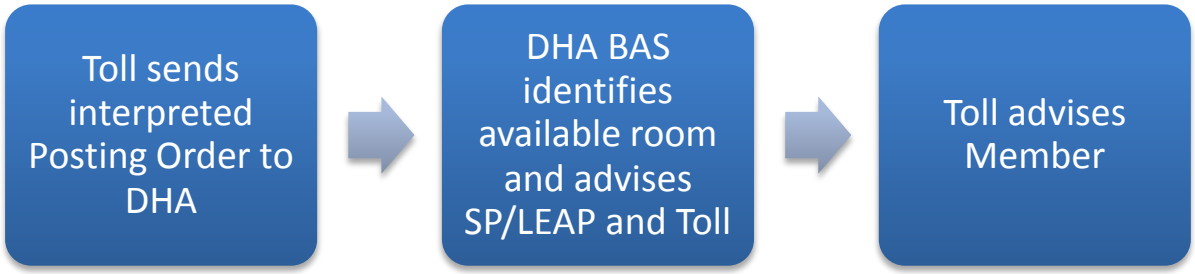
No additional work for Units

DHA already liaises with Toll and on-base Service Providers to identify suitable LIA for Members of the ADF on posting. The new DHA BAS does not require Units or the Member to do anything differently and the process is now more streamlined.

Pre-GoLive Process

Toll sends interpreted Posting Order to DHA
DHA contact on-Base SP to make PLIA booking
If LEAP, on-Base SP sends request to Plenary
Plenary advise and confirm suitable room
On-Base SP informs DHA of confirmation
DHA advises Toll
Toll advises Member

Post-GoLive Process


Toll sends interpreted Posting Order to DHA
DHA BAS identifies available room and advises SP/LEAP and Toll
Toll advises Member

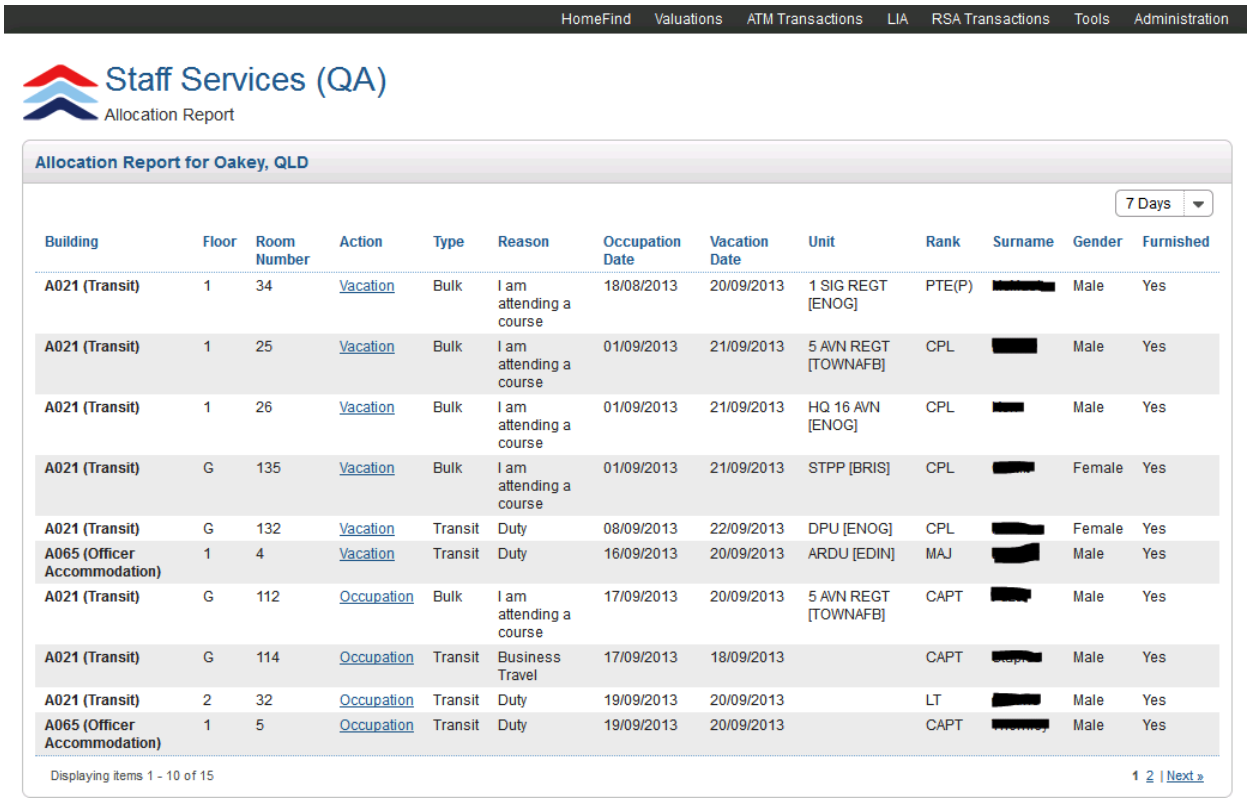
Requests for PLIA can also come directly from the Member. For example, a Member in RA who's lease is due to expire may wish to occupy available LIA on-base

Don't Forget!

LEAP rooms require 5 working days notice for new allocations – including scheduling the March In appointment.

Allocation Report

The Allocation Report shows every current and future allocation, by building, for each Base. It is used by Service Providers and LEAP Concierge to see future arrivals and departures and by other LIA stakeholders to provide a snapshot of LIA activities. The drop down filter shows data for 1, 3, 7 or 30 days, with 1 day as the default.


HomeFind Valuations ATM Transactions LIA RSA Transactions Tools Administration
Staff Services (QA)
Allocation Report
Allocation Report for Oakey, QLD
7 Days
Building | Floor | Room Number | Action | Type | Reason | Occupation Date | Vacation Date | Unit | Rank | Surname | Gender | Furnished
A021 (Transit) | 1 | 34 | Vacation | Bulk | I am attending a course | 18/08/2013 | 20/09/2013 | 1 SIG REGT [ENOG] | PTE(P) | [redacted] | Male | Yes
A021 (Transit) | 1 | 25 | Vacation | Bulk | I am attending a course | 01/09/2013 | 21/09/2013 | 5 AVN REGT [TOWNAFB] | CPL | [redacted] | Male | Yes
A021 (Transit) | 1 | 26 | Vacation | Bulk | I am attending a course | 01/09/2013 | 21/09/2013 | HQ 16 AVN [ENOG] | CPL | [redacted] | Male | Yes
A021 (Transit) | G | 135 | Vacation | Bulk | I am attending a course | 01/09/2013 | 21/09/2013 | STPP [BRIS] | CPL | [redacted] | Female | Yes
A021 (Transit) | G | 132 | Vacation | Transit | Duty | 08/09/2013 | 22/09/2013 | DPU [ENOG] | CPL | [redacted] | Female | Yes
A065 (Officer Accommodation) | 1 | 4 | Vacation | Transit | Duty | 16/09/2013 | 20/09/2013 | ARDU [EDIN] | MAJ | [redacted] | Male | Yes
A021 (Transit) | G | 112 | Occupation | Bulk | I am attending a course | 17/09/2013 | 20/09/2013 | 5 AVN REGT [TOWNAFB] | CAPT | [redacted] | Male | Yes
A021 (Transit) | G | 114 | Occupation | Transit | Business Travel | 17/09/2013 | 18/09/2013 | | CAPT | [redacted] | Male | Yes
A021 (Transit) | 2 | 32 | Occupation | Transit | Duty | 19/09/2013 | 20/09/2013 | | LT | [redacted] | Male | Yes
A065 (Officer Accommodation) | 1 | 5 | Occupation | Transit | Duty | 19/09/2013 | 20/09/2013 | | CAPT | [redacted] | Male | Yes
Displaying items 1 - 10 of 15
1 2 | Next »

Exporting Allocation Information

Staff Services
Allocation Report
Allocation Report for Enoggera Barracks, QLD
1 Day
Building | Floor | Room Number | Action | Type | Reason | Occupation Date | Vacation Date | Unit | Rank | Surname | Gender | Furnished
H022 (Transit - All ranks) | G | 1-C | Occupation | Transit | Duty | 09/10/2013 | 18/10/2013 | | PTE(P) | [redacted] | Male | Yes
H022 (Transit - All ranks) | G | 1-A | Vacation | Transit | Duty | 30/09/2013 | 09/10/2013 | | LS | [redacted] | Male | Yes

Hover the mouse over "building"

to show 2 export options (excel & CSV). The full report will export into excel or CSV

Choose the number of days

Using the drop down list to show 1, 3, 7 or 30 days

Unallocated Requests

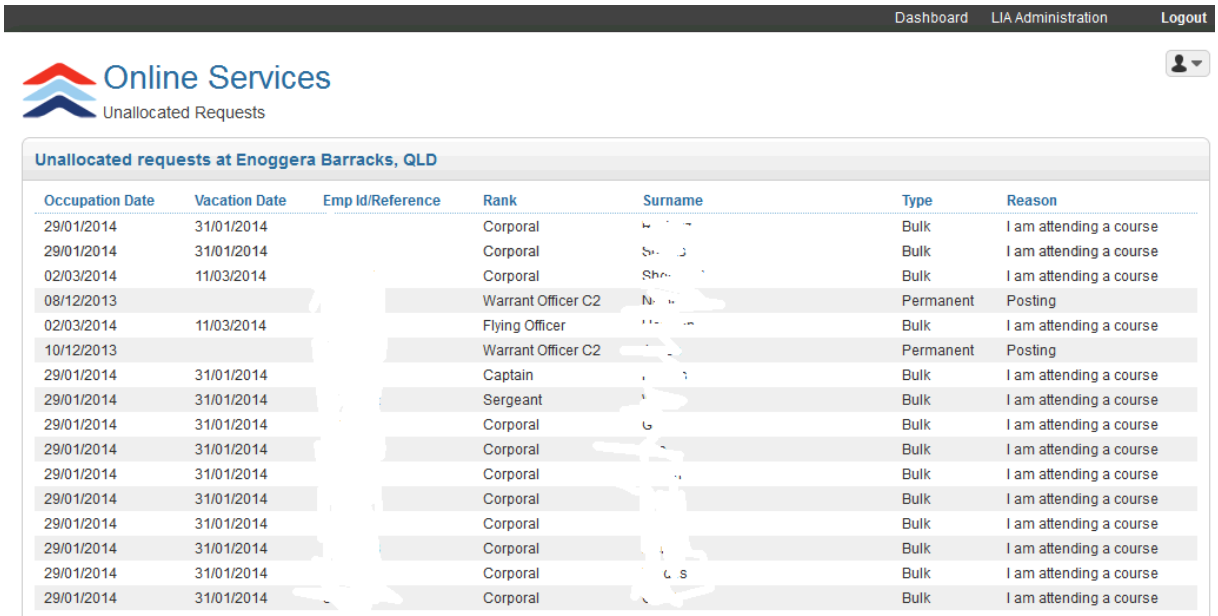
The BAS "looks" for a vacant room every 15 minutes to meet booking requests not yet allocated a room. These unallocated requests are held in a dashboard for visibility.

At pre-determined times in the lead up to the expected Occupation Date, if there is still no suitable room available, a Nil LIA Available message is sent and the LIA request is cancelled.

- Permanent requests managed by Toll: 12 business days prior departure from losing location.
- Other permanent requests : 20 business days prior to the request start date.
- Transit requests managed by Toll: 10 business days prior to departure from losing location.
- Other transit requests: 20 business days prior to the request start date.

Requests made inside these timelines will return a room allocation or Nil LIA message immediately.

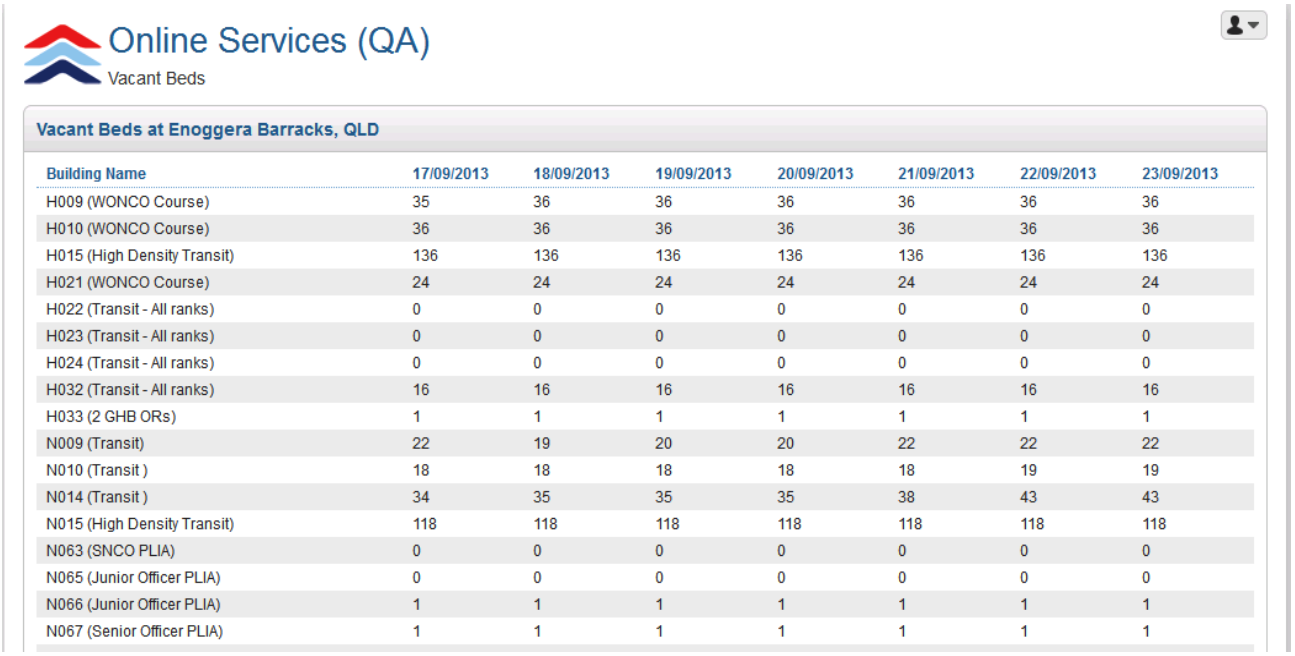
The purpose of this report is to show visibility of requests that haven't been allocated beds. Unit and Base personnel aren't required to take action here – the system and the LIA Contact Centre will do that, however Unit and Base personnel can use this screen to manually allocate rooms or cancel/veto requests **if they wish to do so**.



Occupation Date	Vacation Date	Emp Id/Reference	Rank	Surname	Type	Reason
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
02/03/2014	11/03/2014		Corporal		Bulk	I am attending a course
08/12/2013			Warrant Officer C2		Permanent	Posting
02/03/2014	11/03/2014		Flying Officer		Bulk	I am attending a course
10/12/2013			Warrant Officer C2		Permanent	Posting
29/01/2014	31/01/2014		Captain		Bulk	I am attending a course
29/01/2014	31/01/2014		Sergeant		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course

Vacant Beds Report

This report provides visibility of vacant rooms to Base Management, Unit Managers, Duty Officers and Contact Centre staff to assist in easily identifying vacant rooms at a glance for a nominate 2 weeks period.



Online Services (QA)
Vacant Beds

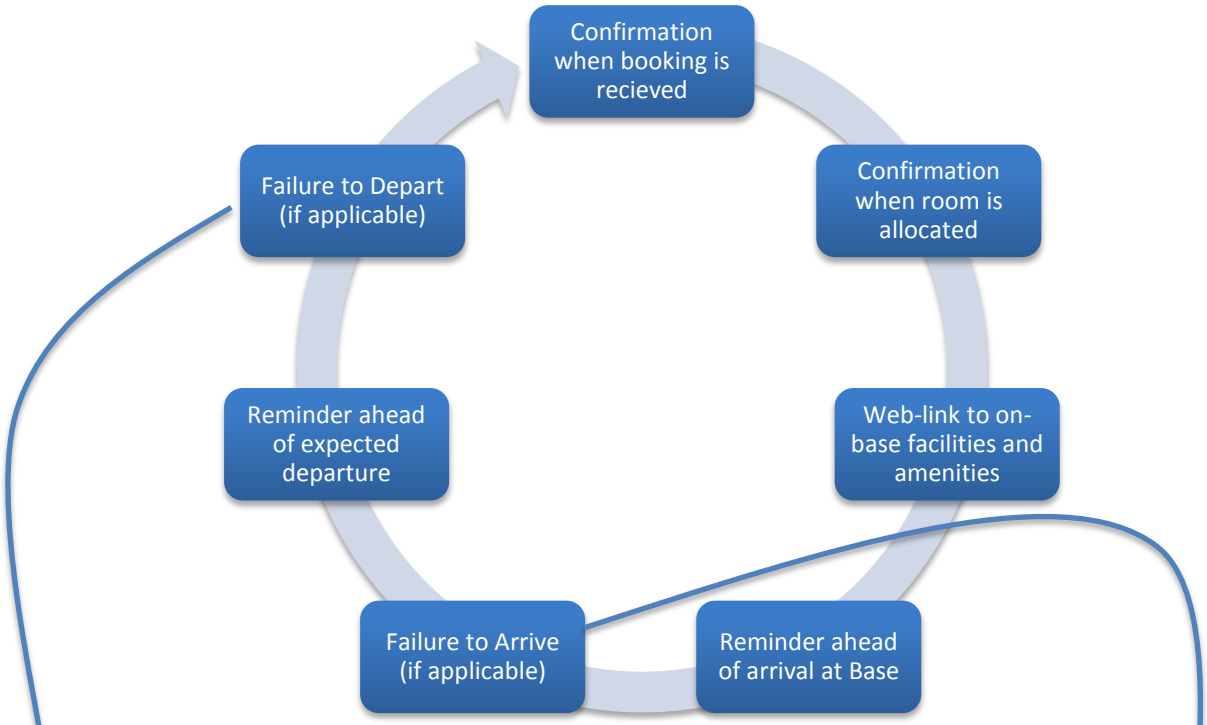
Vacant Beds at Enoggera Barracks, QLD

Building Name	17/09/2013	18/09/2013	19/09/2013	20/09/2013	21/09/2013	22/09/2013	23/09/2013
H009 (WONCO Course)	35	36	36	36	36	36	36
H010 (WONCO Course)	36	36	36	36	36	36	36
H015 (High Density Transit)	136	136	136	136	136	136	136
H021 (WONCO Course)	24	24	24	24	24	24	24
H022 (Transit - All ranks)	0	0	0	0	0	0	0
H023 (Transit - All ranks)	0	0	0	0	0	0	0
H024 (Transit - All ranks)	0	0	0	0	0	0	0
H032 (Transit - All ranks)	16	16	16	16	16	16	16
H033 (2 GHB ORs)	1	1	1	1	1	1	1
N009 (Transit)	22	19	20	20	22	22	22
N010 (Transit)	18	18	18	18	18	19	19
N014 (Transit)	34	35	35	35	38	43	43
N015 (High Density Transit)	118	118	118	118	118	118	118
N063 (SNCO PLIA)	0	0	0	0	0	0	0
N065 (Junior Officer PLIA)	0	0	0	0	0	0	0
N066 (Junior Officer PLIA)	1	1	1	1	1	1	1
N067 (Senior Officer PLIA)	1	1	1	1	1	1	1

This report does not identify the actual vacant rooms – it does give a quick indication of room availability. Any large volume booking or unplanned demand (eg: a delayed flight meaning 40 people need overnight accommodation at late notice) should be coordinated with the Garrison Support Service Provider as per existing processes.

Notifications

Automatic messages are sent by email, SMS and web-links prior to arrival and departure as follows:


Confirmation when booking is recieved
Confirmation when room is allocated
Web-link to on-base facilities and amenities
Reminder ahead of arrival at Base
Failure to Arrive (if applicable)
Reminder ahead of expected departure
Failure to Depart (if applicable)

Failure to Depart

These appear on the Base dashboard in red text.
Notices are also sent to the Base Management profiles
Email/SMS requests Member to contact DHA to amend booking
Service Provider also attempts to contact Member to amend booking.
If Member is not contactable, Service Provider takes room offline
Room offline will automatically de-conflict an incoming booking.

Failure to Arrive

These appear on the dashboard in red text
For Permanent and Group bookings, DHA will attempt to contact the Member and will also liaise with Toll, the Unit or the Course Coordinator as relevant
For Transit bookings up to 21 days, the allocation will be cancelled 3 days after the expected arrival date. For Permanent bookings, the allocation will be cancelled after 6 days

Service Provider and LEAP Concierge Tip
Be sure to Check-In on the day of arrival and Check-Out on the day of departure to avoid the Member receiving a failure to arrive/vacate unnecessarily & to ensure correct contributions are charged to the Member

Pay Processing & Other Arrangements

AD293 Processing

Service Providers to continue to finalise AD293 paperwork for bookings that occupied LIA prior to the GoLive date – as per current practices.

For any new arrivals DHA will automatically commence and cease pay transactions for rations and quarters as per PACMAN rates where this policy requires contributions to be made. AD293s are no longer required for new arrivals and their subsequent departures.

Variations when Member is Field, at Sea or Deployed

Defence and DHA have an established process using the Deployment Housing Retention Form to manage variations during a tenancy for when Members are deployed on ADF Operations. Units are now required to include in this advice details of members who are retaining LIA whilst being deployed.

For Members who are at sea or under field conditions for more than 21 days, Units are now required to advise the DHA LIA Contact Centre when

DHA can only process variations for Member's who occupy their LIA room after the GoLive date specified below. Variations for Members occupying the LIA room before these dates are to be processed as per the current arrangements by the MPAC/APAC, via Unit Personnel Units, Customer Service Centre's and/or Accommodation Offices.

- South Queensland – 1 September 2013
- North Queensland – 18 November 2013

AA157 Change of Categorisation

The DHA Booking and Allocation System does not change the current arrangements for Member's completing the AA157 Change of Categorisation form. These forms are processed by Defence information is subsequently passed to DHA to allow DHA to manage housing requests (including LIA) in accordance with PACMAN.

Contributions when Member takes Leave Without Pay

When a Member continues to occupy a room whilst on LWOP, they are required under PACMAN to contribute at a higher rate for the LWOP period. The responsibility for raising an invoice to the Member for LIA contributions has not transferred to DHA and therefore current procedures continue.

Defence Public Servants

Defence Public Servants are not currently eligible for a DHA Online Services account. DHA is working to provide accessibility for Defence Public Servants to be able to book their LIA online in the future. In the meantime, transit bookings can be made through the LIA Contact Centre. Course Coordinators can also add Defence Public Servants to group bookings.

Reservists

Reservists who are regular users of LIA should request to have a DHA Online Services account created so they can book and manage their LIA requirements. Contact the LIA Contact Centre for further details.

Non-ADF bookings

Non-ADF individuals and groups do not have direct access to the BAS and can therefore not make LIA bookings either on-line or direct through to the LIA Contact Centre.

Non-ADF bookings will be referred to the Base at which the LIA is being requested to identify a suitable sponsor to make the booking on their behalf. In most instances, non-ADF requests will be referred to the on-base DSRG representative.

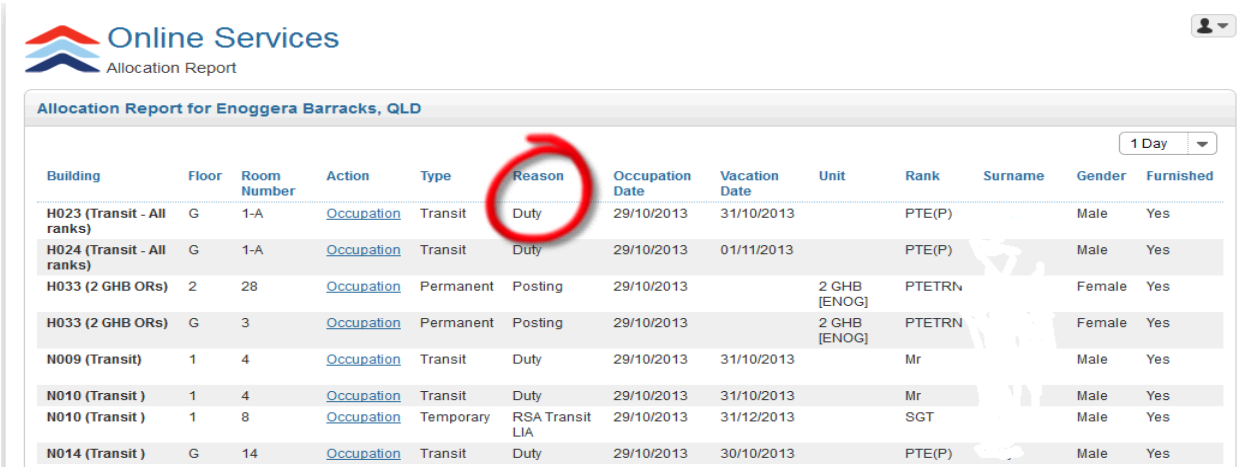
Mess Fees

There is no change to the arrangements to collect Mess transit fees – these continue as per current practices. The respective stakeholders can access the BAS for information on who is due to occupy transit rooms in SNCO and Officers messes where transit fees are collected.

Non-duty bookings

DHA does not collect public monies payable for occupying LIA for non-duty reasons. Cost recovery can be initiated before or after the member arrives as per current practices. It continues to be the Member's responsibility to declare each booking as duty or non-duty.

The respective on-base stakeholders can access the BAS for information on who is due to occupy rooms for non-duty reasons – use the Allocation Report and look for "non-duty" under "Reason":


Online Services
Allocation Report

Allocation Report for Enoggera Barracks, QLD

1 Day

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H023 (Transit - All ranks)	G	1-A	Occupation	Transit	Duty	29/10/2013	31/10/2013		PTE(P)		Male	Yes
H024 (Transit - All ranks)	G	1-A	Occupation	Transit	Duty	29/10/2013	01/11/2013		PTE(P)		Male	Yes
H033 (2 GHB ORs)	2	28	Occupation	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
H033 (2 GHB ORs)	G	3	Occupation	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
N009 (Transit)	1	4	Occupation	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	4	Occupation	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	8	Occupation	Temporary	RSA Transit LIA	29/10/2013	31/12/2013		SGT		Male	Yes
N014 (Transit)	G	14	Occupation	Transit	Duty	29/10/2013	30/10/2013		PTE(P)		Male	Yes

Rationing for Bulk Bookings

Service Providers have contact details for group bookings and can liaise directly with the Point of Contact for any additional requirements, including rations. Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, the Group will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

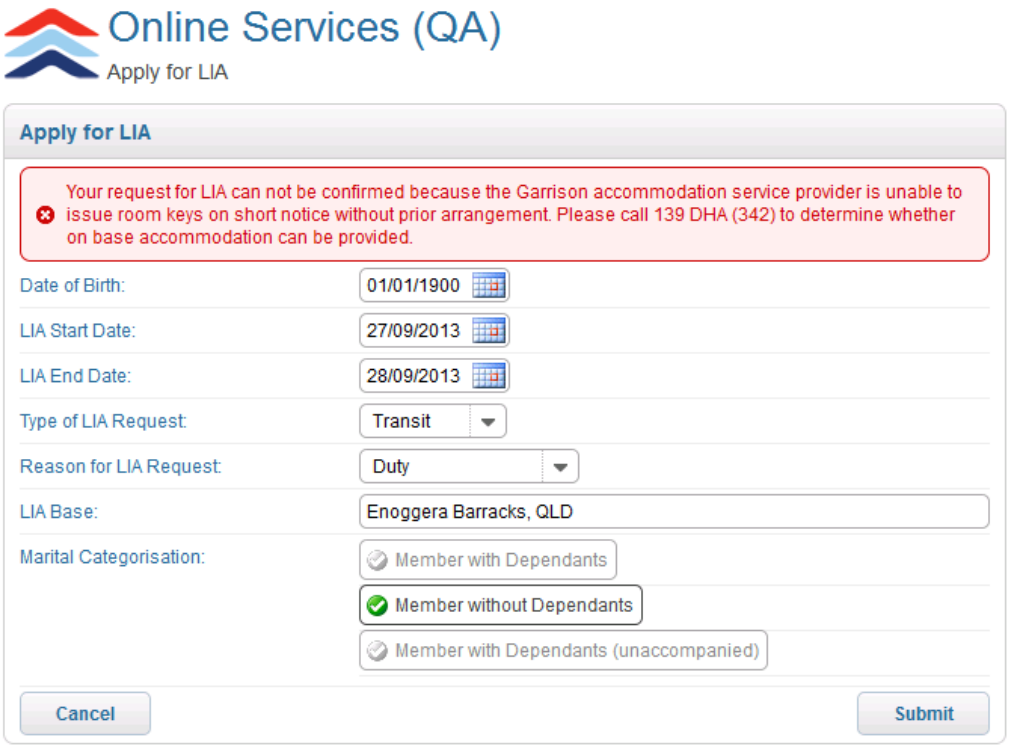
Short Notice Requests

2pm cut-off

Any request made after 2pm for that night – or after 2pm Friday for Friday through Sunday night is considered a short notice request.

It is not possible for an auto-allocation or manual allocation to be made for short notice requests.

Any user requesting LIA after 2pm for that evening – or after 2pm Friday for Saturday or Sunday night will receive the message shown below.


Online Services (QA)
Apply for LIA
Apply for LIA
Your request for LIA can not be confirmed because the Garrison accommodation service provider is unable to issue room keys on short notice without prior arrangement. Please call 139 DHA (342) to determine whether on base accommodation can be provided.
Date of Birth:
01/01/1900
LIA Start Date:
27/09/2013
LIA End Date:
28/09/2013
Type of LIA Request:
Transit
Reason for LIA Request:
Duty
LIA Base:
Enoggera Barracks, QLD
Marital Categorisation:
Member with Dependants
Member without Dependants
Member with Dependants (unaccompanied)
Cancel
Submit

Members and Defence APS can still make short notice requests by telephoning the LIA Contact Centre. Short notice bookings will only be made after the LIA Contact Centre telephones the on-base Service Provider to confirm if a room is ready to occupy and a key pack can be prepared prior to arrival.

Emergency Back-Up Rooms

In some locations emergency back-up rooms are fixed rooms (always the same rooms) and in other locations the emergency back up rooms are identified on a weekly basis depending upon the overall availability of rooms at the Base. Regardless of the means of identifying these rooms, the use of the rooms should be consistent.

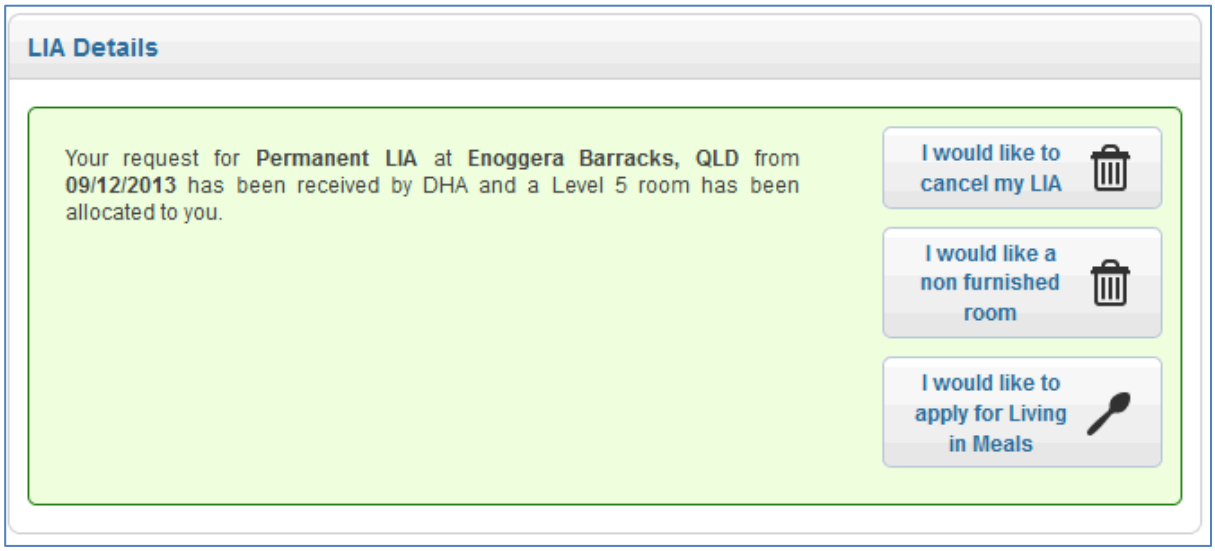
Emergency back-up rooms are to resolve short term (no more than a couple of days at most) accommodation needs that occur with little or no notice. Members making use of these facilities should:

- Identify themselves to the Base Duty Officer or equivalent (eg Officer of the Day).
- Request the use of an emergency back-up room and provide the following details:
    - PMKeys
    - Name
    - Phone contact
    - Usual address
- Service Providers will collect keys or the above details each morning.
- Where a room has been used and vacated overnight, the Service Providers will forward the details of the occupant to LIA@DHA.gov.au to be added to the BAS as an allocation (and to indicate the room has been used).
- Where the member requires more than one night accommodation, the Service Providers should encourage them to make an online booking or make a booking via the LIA Contact Centre. The Unit is also able to make a booking on behalf of the Member if appropriate. If the member is to remain in the Emergency Room for more than one night, they will still need to contact the LIA CC to ensure the room is reflected as occupied in the BAS.

Living In Meals Contributions

Permanent LIA & LIM

Members posting in to Permanent LIA can opt in to make Living In Meal contributions once their final room allocation is made. The member must log in to Online Services and they will see the "opt in for meals" button:


LIA Details
Your request for Permanent LIA at Enoggera Barracks, QLD from 09/12/2013 has been received by DHA and a Level 5 room has been allocated to you.
I would like to cancel my LIA
I would like a non furnished room
I would like to apply for Living in Meals

Minimum Opt In Period

PACMAN determines a minimum opt in period of 3 months for LIM contributions if the Member opts in via DHA Online Services. Should a Member choose to cancel LIM contributions at the end of the 3 months, they will need to complete an AD293 via their Unit. DHA will ensure a cancellation transaction is created to match any LIA contribution when you formally march out of your Permanent LIA accommodation.

What happens if a Member move rooms after March In?

The original opt in for LIM will be cancelled if a Member moves rooms after their initial March In – so they will need to go back to Online Services and opt in again. DHA will then commence LIM contributions against the new room.

Why are LIM contributions being deducted but not LIA contributions?

DHA assesses each LIA occupant against PACMAN to determine their requirement to make LIA contributions. It is certainly possible for someone to be required to contribute for meals but not for their accommodation.

Meal contributions for course attendees

Your Course Coordinator is responsible for arranging for the commencement of meal contributions if necessary.

Rationing for Bulk Bookings

Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, you will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

Any rationing requirements should be finalized at least one week prior to the booking commencement date.

Service Providers

Check In and Check Out

Start and Cease Contributions

The check in and check out buttons will automatically commence and cease contributions for Rations and Quarters where they are payable under PACMAN. For new arrivals and their subsequent departures, the AD293 is no longer required for March In and March Out.

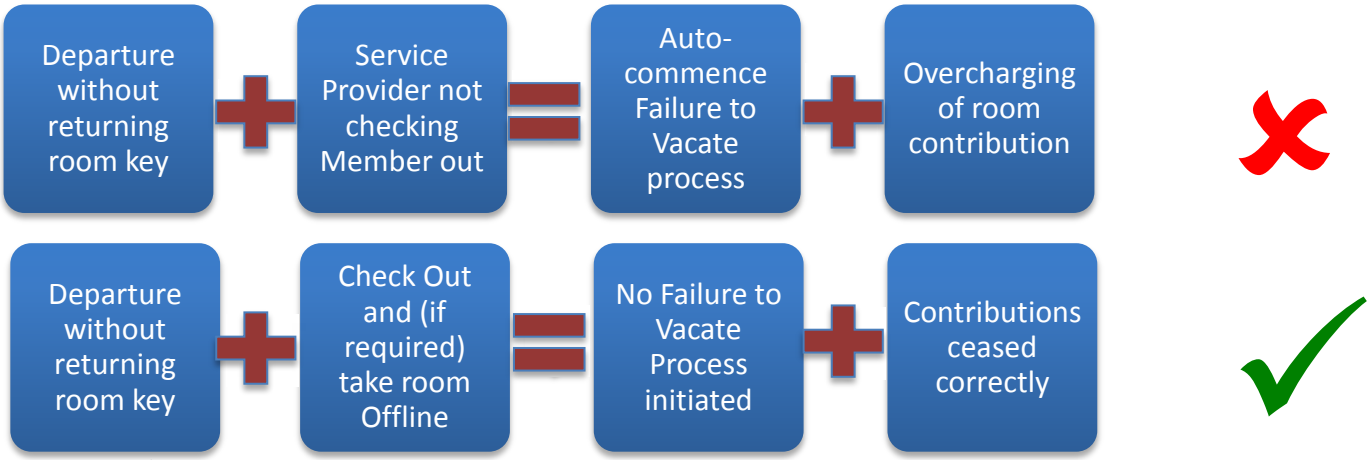
More about Check-In and Check-Out

- Member must be Checked-In before they can be checked out.
- Check-Ins and Check-Outs are immediately visible to others using the system.
- Failure to check in in a timely fashion will trigger an automatic follow up process.
- Failure to check out in a timely fashion will create issues for future occupations against the room.

Failure to return a key

If a Member vacates their room but does not return the key, Service Providers are still required to Check the Member out in the BAS. If the Check Out is not done, then the automatic Failure to Vacate process and associated messages will be sent to the Member and any contributions will continue incorrectly, resulting in Defence having to arrange a repayment to the Member.

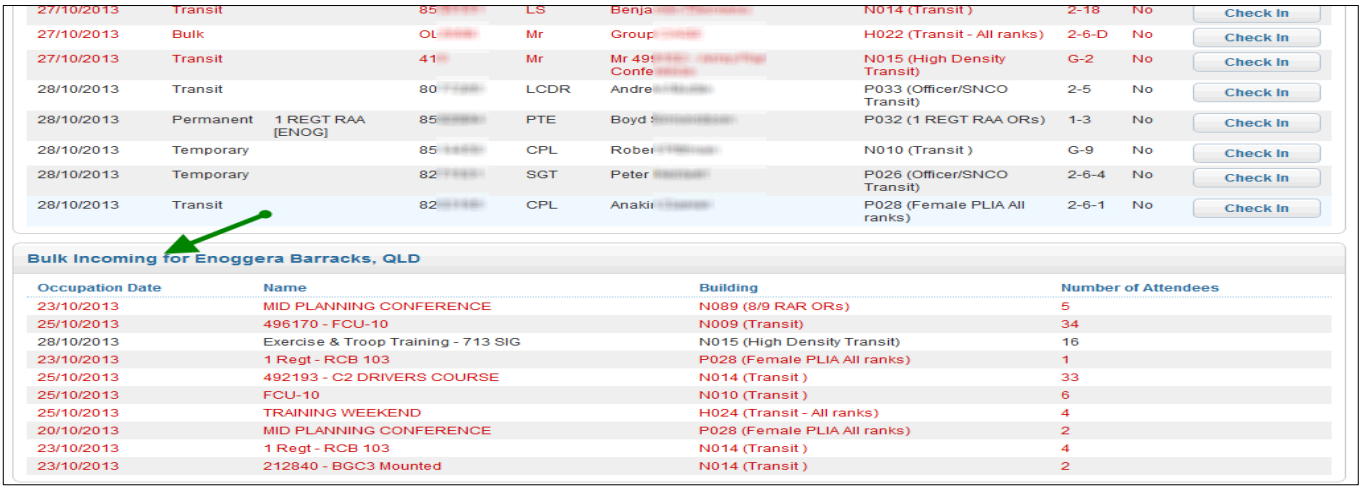
If there are security concerns over the Member retaining the key whilst another Member occupies the room, then take the room off-line until the key can be recovered or replaced.


Departure without returning room key
Service Provider not checking Member out
Auto-commence Failure to Vacate process
Overcharging of room contribution
Departure without returning room key
Check Out and (if required) take room Offline
No Failure to Vacate Process initiated
Contributions ceased correctly

Bulk Check In and Check Out

Service Providers and Members coordinating Unit Managed accommodation can speed up the check in and check out process using the daily dashboard. NOTE: this bulk check in/check out only works for bookings made via the BAS bulk booking functionality – so it will not work on bulk bookings made prior to your GO LIVE in the BAS.

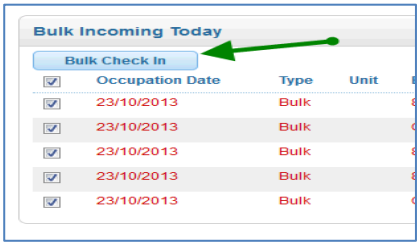
Bulk Check In



Occupation Date	Name	Building	Number of Attendees
23/10/2013	MID PLANNING CONFERENCE	N089 (8/9 RAR ORs)	5
25/10/2013	496170 - FCU-10	N009 (Transit)	34
28/10/2013	Exercise & Troop Training - 713 SIG	N015 (High Density Transit)	16
23/10/2013	1 Regt - RCB 103	P028 (Female PLIA All ranks)	1
25/10/2013	492193 - C2 DRIVERS COURSE	N014 (Transit)	33
25/10/2013	FCU-10	N010 (Transit)	6
25/10/2013	TRAINING WEEKEND	H024 (Transit - All ranks)	4
20/10/2013	MID PLANNING CONFERENCE	P028 (Female PLIA All ranks)	2
23/10/2013	1 Regt - RCB 103	N014 (Transit)	4
23/10/2013	212840 - BGC3 Mounted	N014 (Transit)	2

Click on the relevant bulk booking – this will display all attendees. You can bulk check in all the attendees by clicking the top tick box (see yellow below) or simply start ticking the boxes

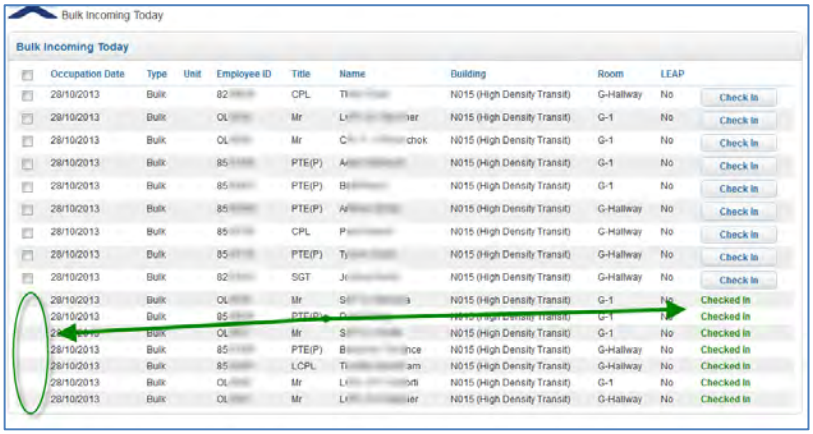
1. And after you tick at least 2 boxes, the following screen appears:



2. Click on Bulk Check In and all members will be checked in

Partial Check In

You can bulk check in some of the members of the bulk booking using the usual Check In button:



And then complete the bulk check in when the rest of the bulk booking arrive.

The same process works for bulk Check-Outs.

No Show on a Bulk Booking

The POC for the bulk booking should remove all listed attendees they know will be a no show so they do not remain on the no show dashboard. To identify the POC, click on any of the bulk booking attendees and then click on “view bulk booking” button – the POC details will be displayed here.

Daily email notifications

Service Provider's and LEAP Concierge offices will receive email notifications at 7am, 11am and 2:15pm daily providing notice of:

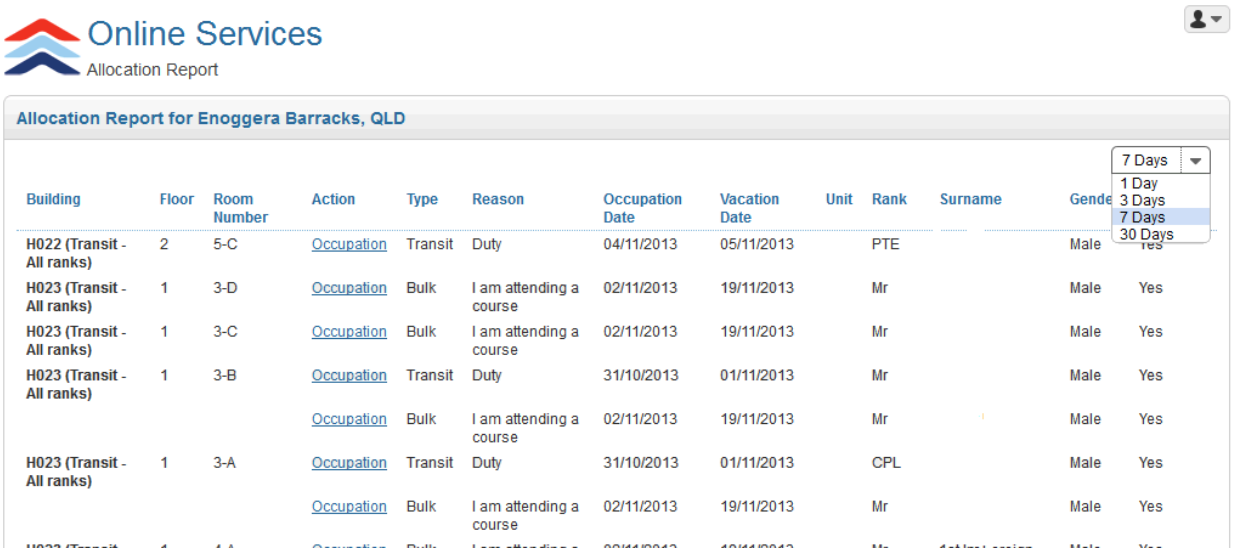
- New room allocations
- Changed room allocations
- Cancelled room allocations

DHA is working with RMS to develop a direct B2B link between RMS and the BAS, removing the need for Service Providers to enter booking information into RMS

Service Providers and LEAP Concierge offices can use this information to transfer booking information to RMS and the Plenary systems.

Prepare for future arrivals: Allocation Report

Use the Allocation Report to filter and display Occupations (arrivals) or Vacations (departures) for the next 1 day, 7 days or 30 days.


Online Services
Allocation Report
Allocation Report for Enoggera Barracks, QLD
7 Days
1 Day
3 Days
7 Days
30 Days
Building Floor Room Number Action Type Reason Occupation Date Vacation Date Unit Rank Surname Gende
H022 (Transit - All ranks) 2 5-C Occupation Transit Duty 04/11/2013 05/11/2013 PTE Male
H023 (Transit - All ranks) 1 3-D Occupation Bulk I am attending a course 02/11/2013 19/11/2013 Mr Male Yes
H023 (Transit - All ranks) 1 3-C Occupation Bulk I am attending a course 02/11/2013 19/11/2013 Mr Male Yes
H023 (Transit - All ranks) 1 3-B Occupation Transit Duty 31/10/2013 01/11/2013 Mr Male Yes
Occupation Bulk I am attending a course 02/11/2013 19/11/2013 Mr Male Yes
H023 (Transit - All ranks) 1 3-A Occupation Transit Duty 31/10/2013 01/11/2013 CPL Male Yes
Occupation Bulk I am attending a course 02/11/2013 19/11/2013 Mr Male Yes

You can export data from the Allocation Report to excel or CSV

Staff Services
Allocation Report
Allocation Report for Enoggera Barracks, QLD
1 Day
Building Floor Room Number Action Type Reason Occupation Date Vacation Date Unit Rank Surname Gender Furnished
H022 (Transit - All ranks) G 1-C Occupation Transit Duty 09/10/2013 18/10/2013 PTE(P) Male Yes
H022 (Transit - All ranks) G 1-A Vacation Transit Duty 30/09/2013 09/10/2013 LS Male Yes

Hover the mouse over "building"

You will see 2 export options (excel & CSV). The full report will export into excel or CSV

Choose the number of days

Using the drop down list, click your preferred number of days to view

TIP

Use the daily email notices or the Allocation Report to book and plan March Out and March In inspections in consultation with the Member

Take a Room Offline

Why do it?

- Any time a room is not available to be occupied,
- Reasons can include storage, use by the Mess as an office, vacancy cleaning, or unfit for occupation due to hygiene or safety reasons,
- When maintenance or deep cleaning is scheduled, or
- When a key has not been returned and there is no spare to use for next occupant.

Who can do it?

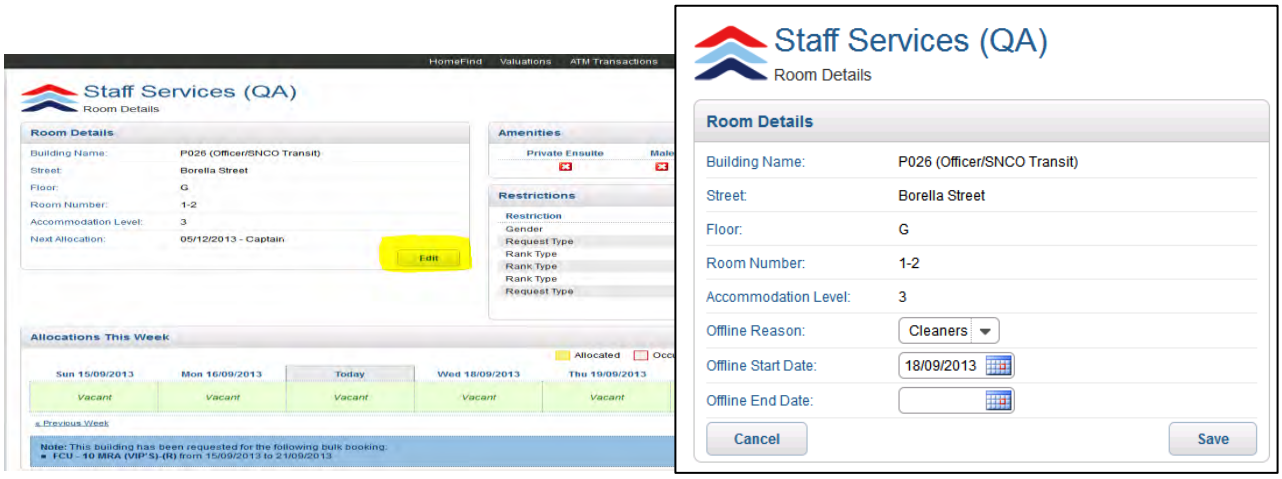
- Service Providers and LEAP Concierge for Maintenance, Cleaning or Failure to Vacate, or
- Base Management profiles for all other reasons: eg: Storage, Cleaners, etc.

Not all Restricted Rooms appear as Offline

Duty and Emergency Rooms are not “off-line” in the BAS as they are still used as a bedroom. Instead they are restricted for use and not part of any auto-allocation script.

How is it done?

1. Find the Room using the Building Calendar or Room Report
2. Click on the Edit button
3. Select Off-line Reason, start date, end date (optional) and Click "Save"



NOTE: as soon as you know when the room will be back online you should enter an end date – this will allow the BAS to commence allocating bookings against the room again.

Base Management

Take a Building Offline

Why do it?

- Unsuitable for occupation
- To be decommissioned
- New Building
- Stand Down/Reduced Activity Periods
- Renovation/Upgrade

Reminder when Room or Building is due back on-line

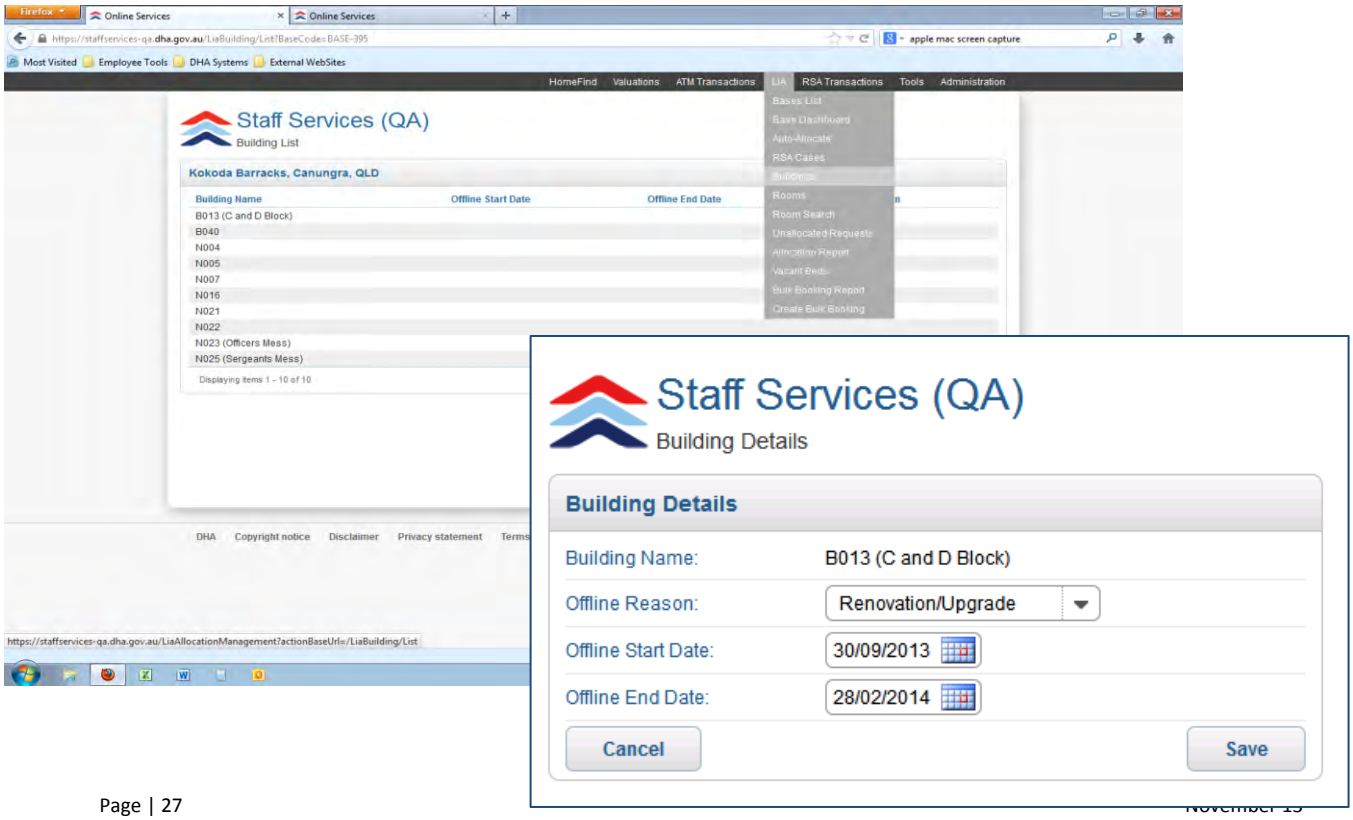
The BAS will send and email in the days prior to a Building or Room coming back on-line. If no action is taken, the BAS will consider the rooms available for allocation.

Who can do it?

Defence personnel assigned Base Management roles are able to take buildings off-line.

How is it done?

Access the Building Report via the LIA menu and select the building to be taken off-line. Select the Off-line reason, enter the start and end date (optional) and click “save”.



Change Base Room Rules

Changing Room Rules

It is recommended that any changes to room rules at a base level (eg which Unit is to have specific access to which specific building or rooms) should be communicated to the LIA Contact Centre in writing – clearly reflecting the authority of the individual requesting the change.

It is also requested that no significant changes be made to room rules once confirmed in the project implementation workshops. This will allow the BAS to settle into operation before making any significant changes.

Base and Unit Management

Outstanding Issues – What do I do?

Outstanding Issues are flagged against requests when a decision, approval or action is required before an allocation can be confirmed. In some instances, the LIA Contact Centre will action Outstanding Issues and in others, a person on base, usually the Member's Unit is required to make a decision before the request can be confirmed.

If an Outstanding Issue requires a decision, approval or action is required by the Unit, the system will automatically send an email to the nominated Unit Representatives.

The following scenarios will be referred to Unit Representatives for action:

- Mandatory Member
- Tenancy in Same Location
- Approval Required
- Manual Allocation Required

Instructions on what Units need to do in each of these scenarios are outlined on the subsequent pages.

The following scenarios are managed by the Service Provider, the DHA LIA Contact Centre and DSRG and are visible to Unit personnel for information. There may be occasions where the matter is referred to Unit Representatives to assist in resolution.

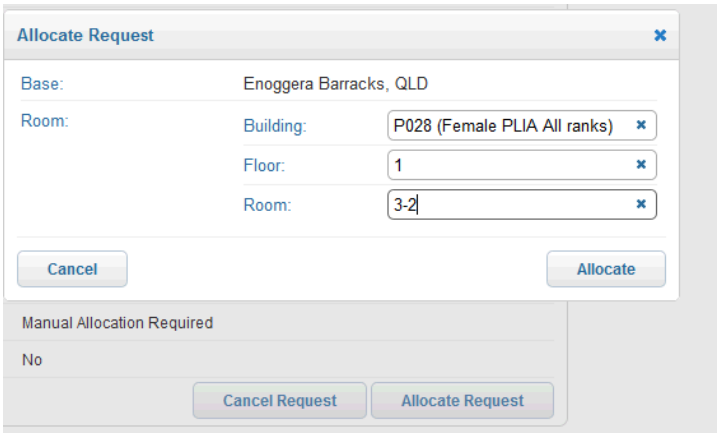
- Failure To Vacate
- Allocation Cancelled Due to Room Offline
- Change of Vacate Date Conflict

Outstanding Issue: Mandatory Member

If a Posting Order is received by Toll/DHA for a Member who is deemed required to occupy LIA unless otherwise approved to live off-base under PACMAN, and the system is not able to auto-allocate that Member into an LIA room in accordance with the agreed rules for that site, an Outstanding Issue flag will be raised and an email sent to the Unit. Remember, the BAS will stop looking for LIA for Toll/DHA requests 12 business days before the Member leaves their losing locality.

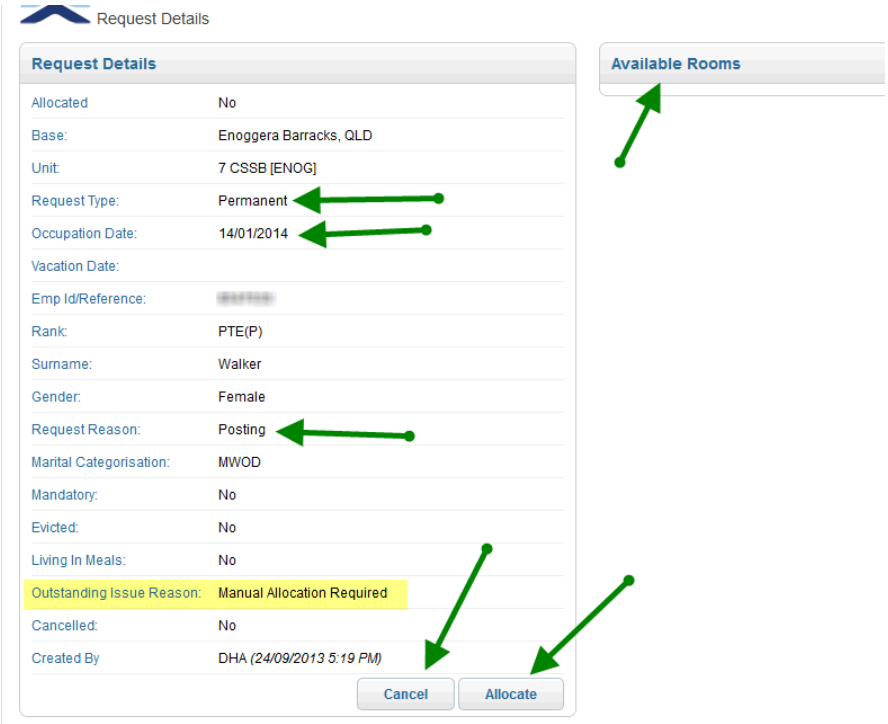
The CO/OC/XO (not below the rank of MAJ(E) is required to either:

1. Cancel the request which will approve the member to live off-base,



2. Or, evict another member (approving that Member to live off-base) and manually allocate the mandatory member to the now vacated room. **See separate information on Eviction**,

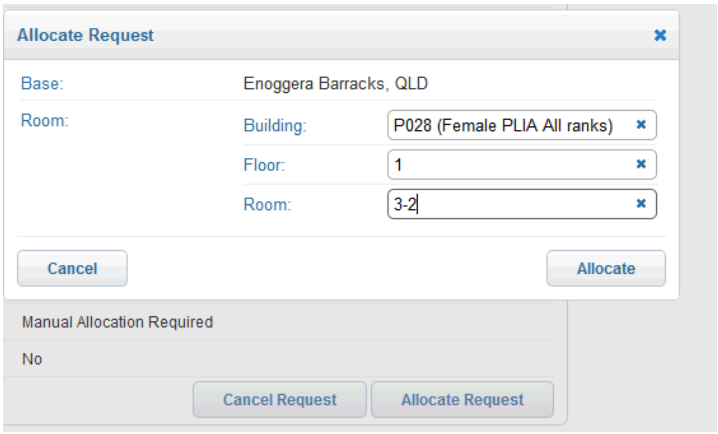
3. Or, allocate a specific room that the BAS is not authorised to auto-allocate to (eg: a different rank group or a Unit Managed room).



Outstanding Issue: Tenancy in Same Location

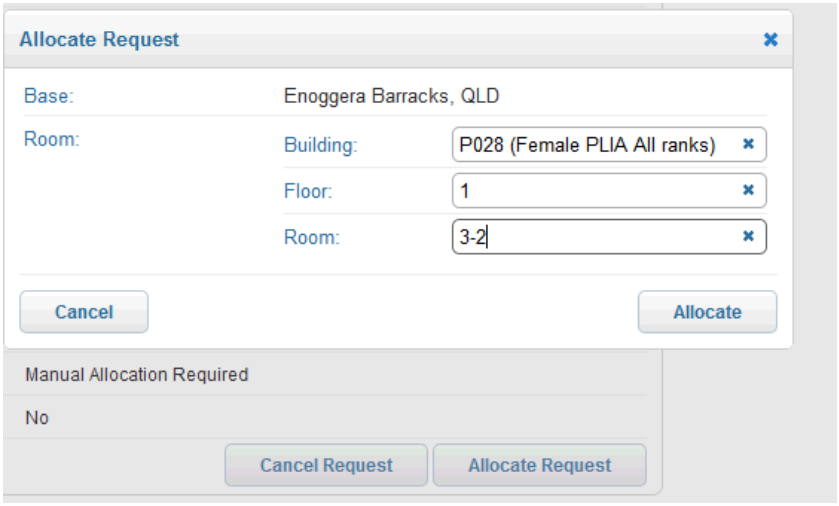
If a Member requests LIA in a location where they already occupy a suitable housing solution, an Outstanding Issue flag will be raised against the request. The system will not allocate a room until the Unit has approved the request. The PACMAN delegate for this approval is the Member's CO/OC or XO not below the rank of MAJ(E). The CO/OC/XO, not below the rank of MAJ(E), is required to either:

1. Allocate the request (and therefore approve the request under PACMAN), or
2. Cancel the request.



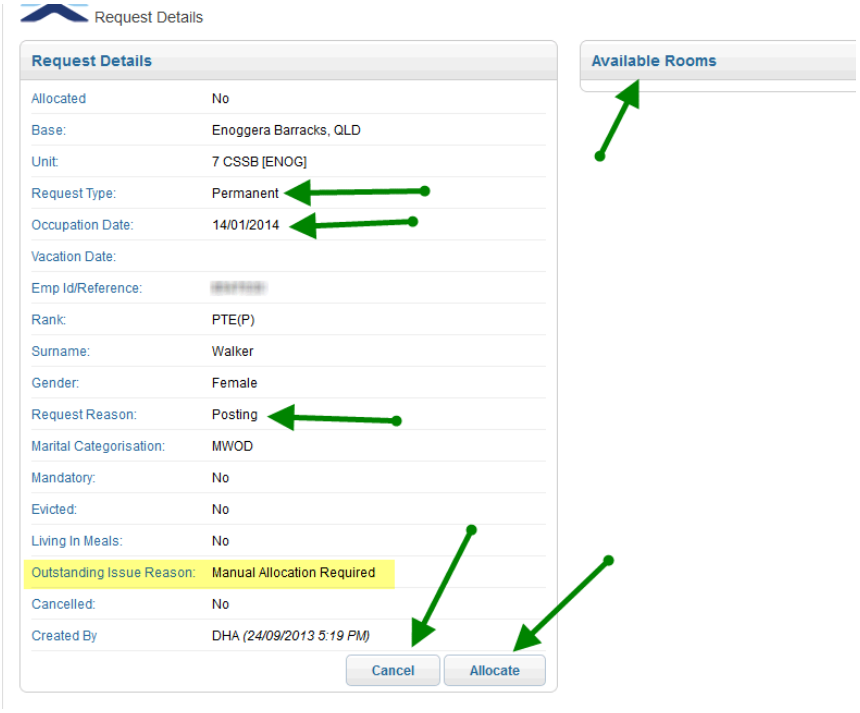
Outstanding Issue: Approval Required

This Outstanding Flag is raised where the local room rules require someone on the base to approve a request before the system proceeds to auto-allocation. Once the Unit approves or cancels the request, the LIA CC will clear the Outstanding Flag.



Outstanding Issue: Manual Allocation Required

This Outstanding Issue flag is raised where the local room rules have identified that only Unit personnel can allocate rooms to incoming requests. It may also be raised when the system has exhausted the auto-allocation options but the base has determined that manual allocation with Unit approval is required before the Member is referred to other housing solutions. Once the Unit allocates a room to the request, the LIA CC will clear the Outstanding Flag.



The following Outstanding Flags are managed by the DHA LIA Contact Centre in consultation with the Service Providers and DSRG Base personnel.

Outstanding Issue: Failure to Vacate

The BAS assumes a member will vacate their room on the last day of their booking by 12pm. If they have not been "checked out" by 8pm that night, the system will flag the Member as a Failure to Vacate.

When this occurs, Service Providers will attempt to locate the Member on Base and have them amend their booking online or via the DHA LIA Contact Centre. If the Service Provider can not contact the Member, they may escalate the issue to DSRG Base Services personnel or to the Unit that manages the accommodation to arrange for the Member's belongings to be removed from the room.

Outstanding Issue: Allocation Cancelled due to Room Offline

From time to time, Service Providers or DSRG staff need to take rooms or buildings offline. If the offline period conflicts with a future booking and a room is not available, the system will raise an Outstanding Flag and move the booking to the Unallocated Requests report.

The LIA CC will monitor these bookings and where necessary telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

Outstanding Issue: Change of Vacate Date Conflict

If for any reason a Member of Unit changes the dates of a booking that results in a conflict with another booking, an Outstanding Flag will be raised. The LIA CC will attempt to deconflict the two bookings and where this is not possible, telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

Stand Down and Reduced Activity Periods

From time to time it will be determined that a base undertakes a period of either stand down or reduced activity. To ensure this decision is reflected in the tempo of LIA bookings, the BSM or SADFO will need to reflect the Stand Down or Reduced Activity Period by taking buildings or the whole base offline.

Taking any room, building or base offline will ensure no bookings are made in a building for the duration of the Stand Down or Reduced Activity Period.

The BSM or SADFO should advise this requirement in writing to LIA@DHA.gov.au. It is preferable that maximum notice be given for these periods however it is recognized that such notice is not always possible.

Where future bookings will be impacted by the Stand Down or Reduced Activity Period, DHA will advise each affected Member accordingly.

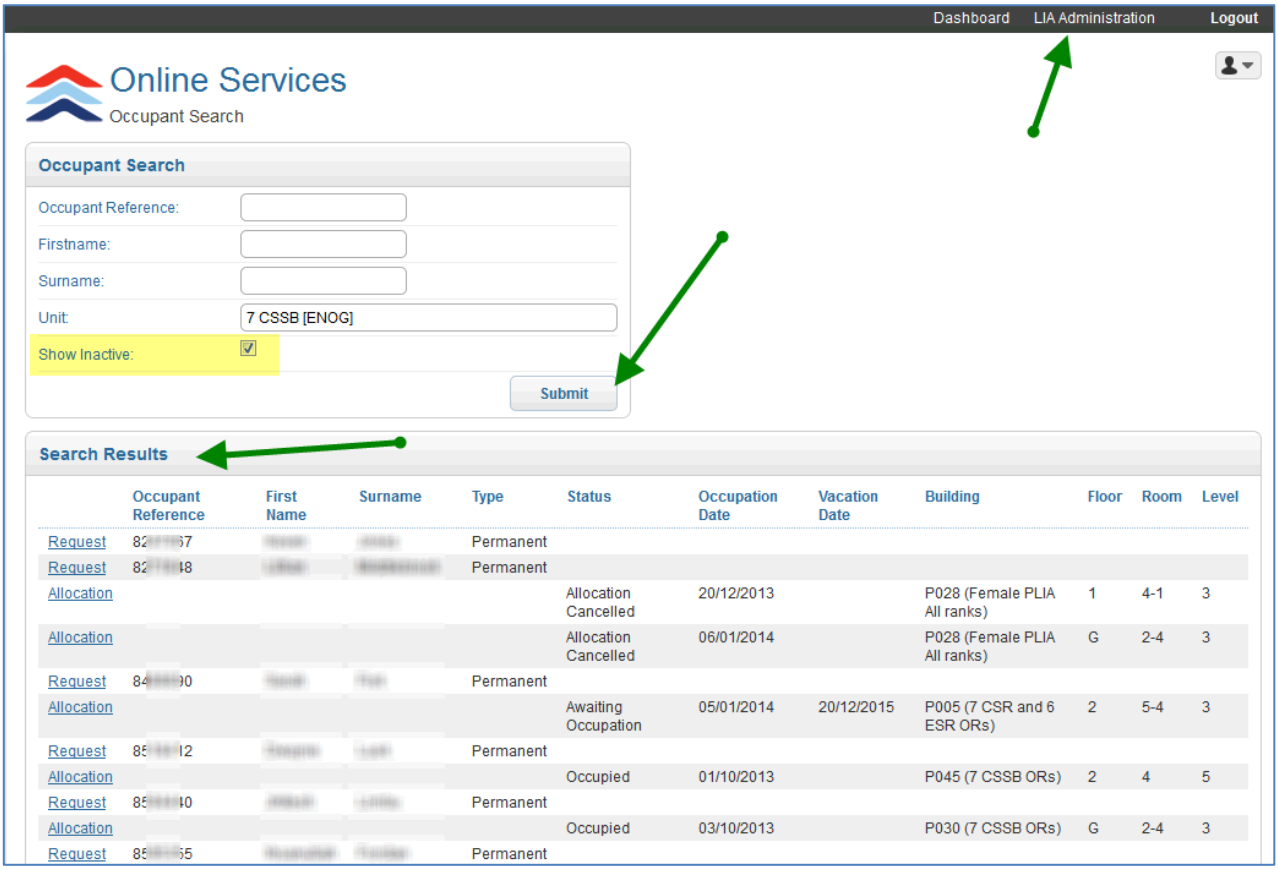
Occupant Search

Why do it?

When seeking to find where a Member on your base who either currently occupies a room or has a room allocation for a future date.

How is it done?

From the “LIA Administration” menu, select “Occupant Search” to display the following screen. Enter any of the known details to return the search results.



	Occupant Reference	First Name	Surname	Type	Status	Occupation Date	Vacation Date	Building	Floor	Room	Level
Request	82[redacted]7	[redacted]	[redacted]	Permanent							
Request	82[redacted]8	[redacted]	[redacted]	Permanent							
Allocation					Allocation Cancelled	20/12/2013		P028 (Female PLIA All ranks)	1	4-1	3
Allocation					Allocation Cancelled	06/01/2014		P028 (Female PLIA All ranks)	G	2-4	3
Request	84[redacted]0	[redacted]	[redacted]	Permanent							
Allocation					Awaiting Occupation	05/01/2014	20/12/2015	P005 (7 CSR and 6 ESR ORs)	2	5-4	3
Request	85[redacted]2	[redacted]	[redacted]	Permanent							
Allocation					Occupied	01/10/2013		P045 (7 CSSB ORs)	2	4	5
Request	85[redacted]0	[redacted]	[redacted]	Permanent							
Allocation					Occupied	03/10/2013		P030 (7 CSSB ORs)	G	2-4	3
Request	85[redacted]5	[redacted]	[redacted]	Permanent							

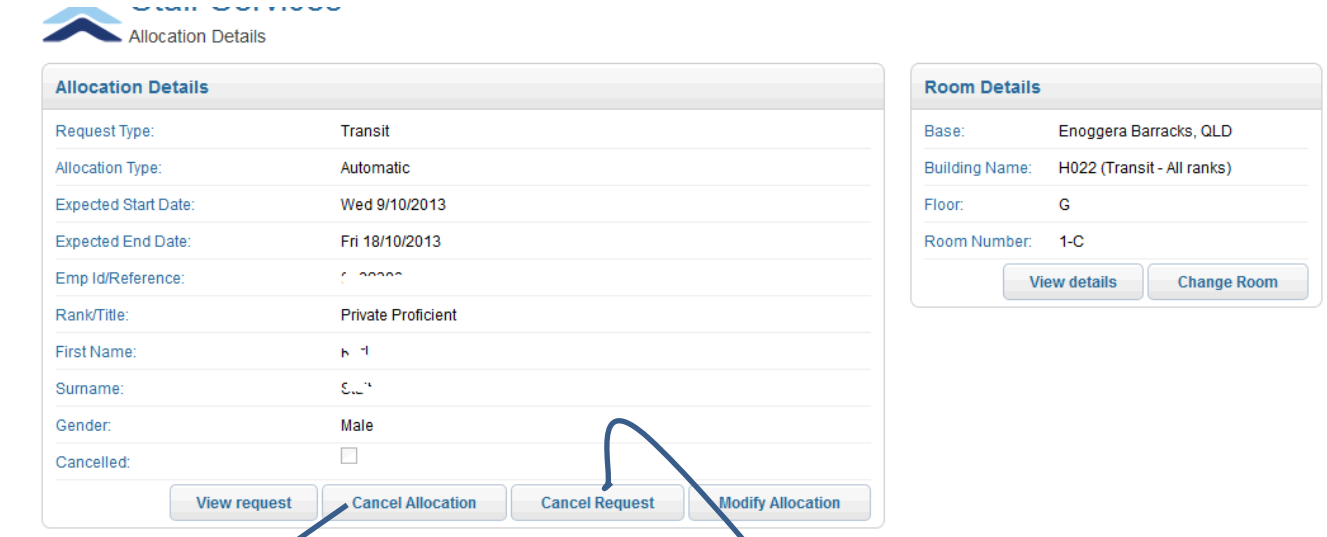
Cancel Allocation vs Cancel Booking

Why do it?

A requirement exists to move a member out of a room they have been allocated but not yet occupied or to cancel a booking altogether.

Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.



Cancel Allocation

Cancels the current room allocation only

Tips the request for accommodation back into the system to find a different room

Cancel Request

Cancels the entire request for LIA accommodation

Tips the request out of LIA and towards RA (for PLIA) or a notice of Nil LIA (for transit)

Changing Rooms (Swap)

Why do it?

A requirement exists to move a member from one room to another.

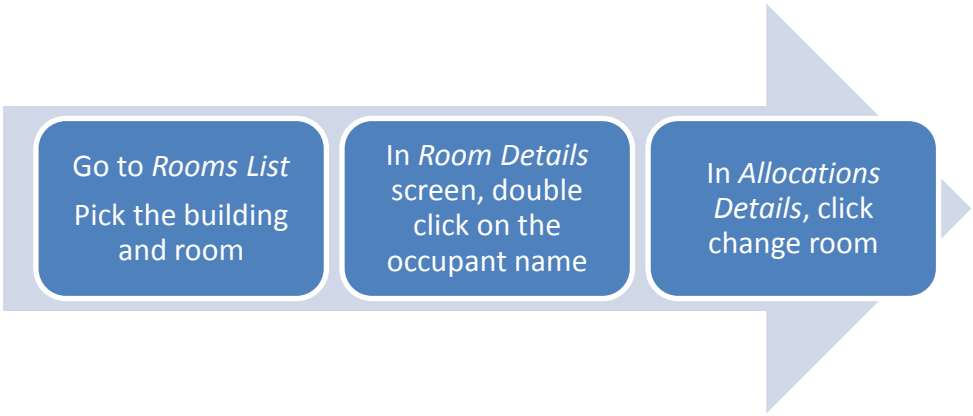
Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.

Note: Members are not able to change rooms without some form of approval from the Base Management group, their Unit or their course coordinator.

Room Change Reasons

1. Room no longer available
2. Room required for exercise
3. Maintenance required
4. Disciplinary
5. Member initiated
6. CO discretion
7. Licence to live-in ended.


Go to *Rooms List*
Pick the building and room
In *Room Details* screen, double click on the occupant name
In *Allocations Details*, click change room

Room List

Enoggera Barracks, QLD

Q132 (8/9 RAR ORs)	Floor...	Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
Q132 (8/9 RAR ORs)	1	1	1					Vacant
Q132 (8/9 RAR ORs)	1	2	1	Private Proficient		01/02/2013	11/10/2013	Occupied
Q132 (8/9 RAR ORs)	1	3	1	Lance Corporal		19/05/2011		Occupied

Room Details

Room Details

Building Name:	Q132 (8/9 RAR ORs)
Street:	Cherry Street
Floor:	1
Room Number:	4
LEAP:	☑
Accommodation Level:	5
Next Allocation:	No future allocations

Edit

Amenities

Private Ensuite	Male	Female	Unisex	Disabled
✓	✗	✗	✗	✗

Restrictions

Restriction	Value
Request Type	Permanent
Rank Type	Other Ranks
Unit	8/9 RAR [ENOG]

Modify

Allocations This Week

Allocated | Occupied | Offline | Vacant | Bulk Booking

Sun 06/10/2013 | Mon 07/10/2013 | Tue 08/10/2013 | Today | Thu 10/10/2013 | Fri 11/10/2013 | Sat 12/10/2013

Occupied
26/10/2010 - No End Date
PTE(P)

« Previous Week | Next Week »

Allocation Details

Allocation Details

Request Type:	Permanent
Allocation Type:	Automatic
Expected Start Date:	Tue 26/10/2010
Actual Start Date:	Tue 26/10/2010
Expected End Date:	
Emp Id/Reference:	
Rank/Title:	Private Proficient
First Name:	
Surname:	
Gender:	Male
Unit:	8/9 RAR [ENOG]
Cancelled:	☐

View request

Room Details

Base:	Enoggera Barracks, QLD
Building Name:	Q132 (8/9 RAR ORs)
Floor:	1
Room Number:	4

View details | Change Room

Single LEAP

Additional restrictions

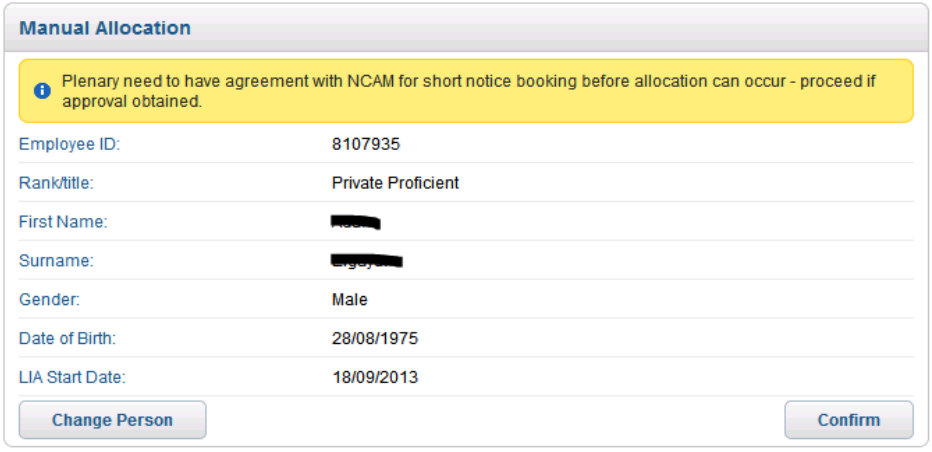
Single Living Environment Accommodation Precinct (LEAP) is level 5 accommodation that is managed under a separate national contract.

LEAP Buildings will appear on Unit and Base Dashboards. However, even if a Unit has been allocated LEAP rooms as part of the base allocation rules, there are **additional restrictions** governing how this accommodation can be used. These are:

- Minimum six month stay. No Transit allowed. Can be Permanent or Course
- 48 hours turn around time between occupancies
- 5 working days notice is required for March-In (appointment time for room inspection must also be made)
- 5 working days notice is required for March-Out
- No LEAP to LEAP room swaps allowed. LEAP to non-LEAP is permitted or vice versa is permitted where notice periods are complied with

Communications Protocol in exceptional circumstances

Defence and Plenary, the LEAP contractor can agree to waive one or more of these restrictions. There may be costs incurred by the requesting Unit in these situations. Any proposal to for a LEAP allocation outside of the above requirements are to be raised in writing with Plenary via the Base Services Manager.


Manual Allocation
Plenary need to have agreement with NCAM for short notice booking before allocation can occur - proceed if approval obtained.
Employee ID: 8107935
Rank/title: Private Proficient
First Name: [redacted]
Surname: [redacted]
Gender: Male
Date of Birth: 28/08/1975
LIA Start Date: 18/09/2013
Change Person
Confirm

Manual Room Allocation

Why do it?

- When you want to allocate someone to a specific room,
- To make a booking into a Unit Managed VIP room,
- To assign a **Mandatory Member** to a room after exercising an Eviction, or
- Anytime you want to over-ride the auto-allocation rules, eg: rank, gender, Unit etc

Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

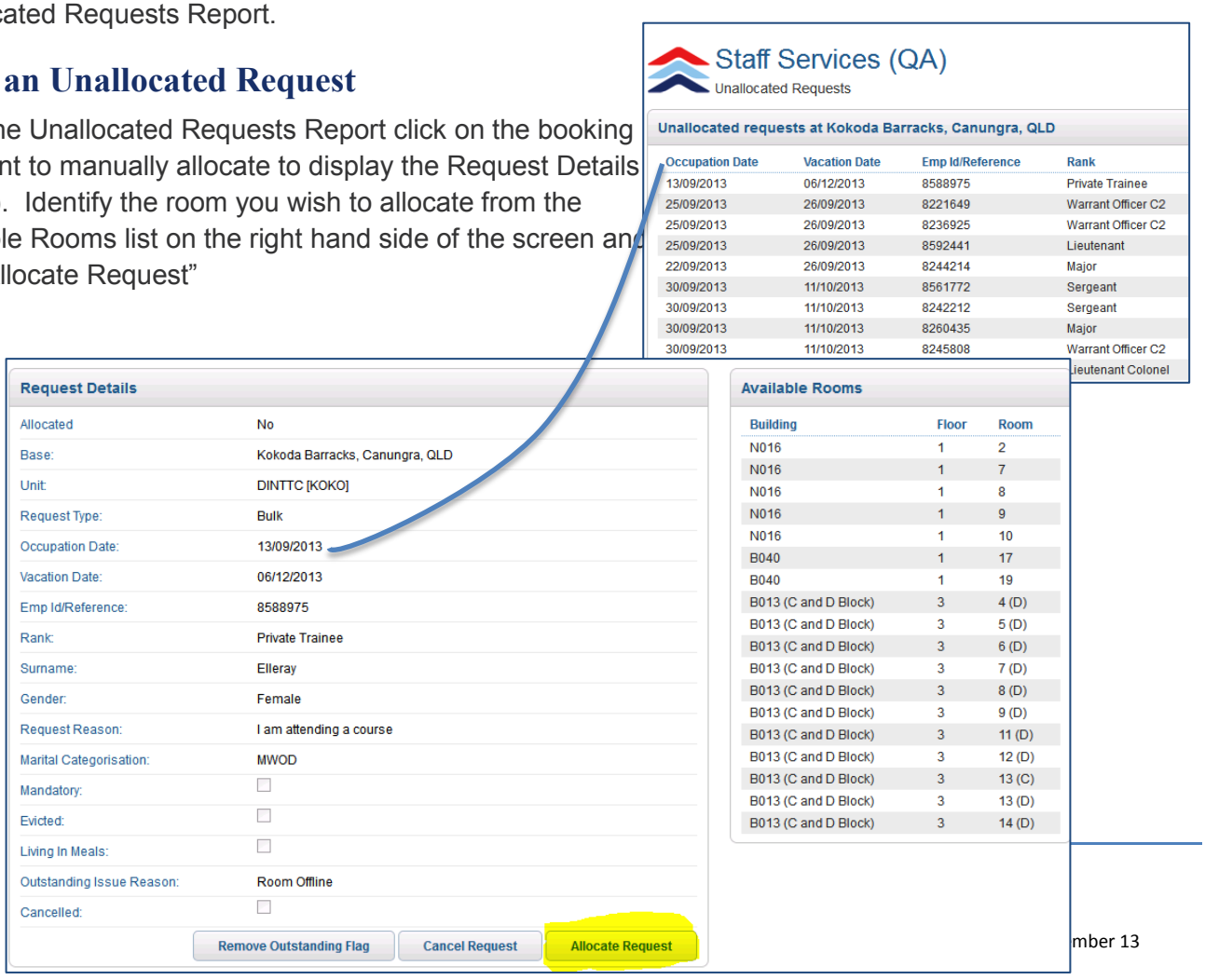
Service Providers and LEAP Concierge do not have the ability to make a manual allocations.

How is it done?

There are two ways you can do a manual room allocation. From the Room Details Screen and from the Unallocated Requests Report.

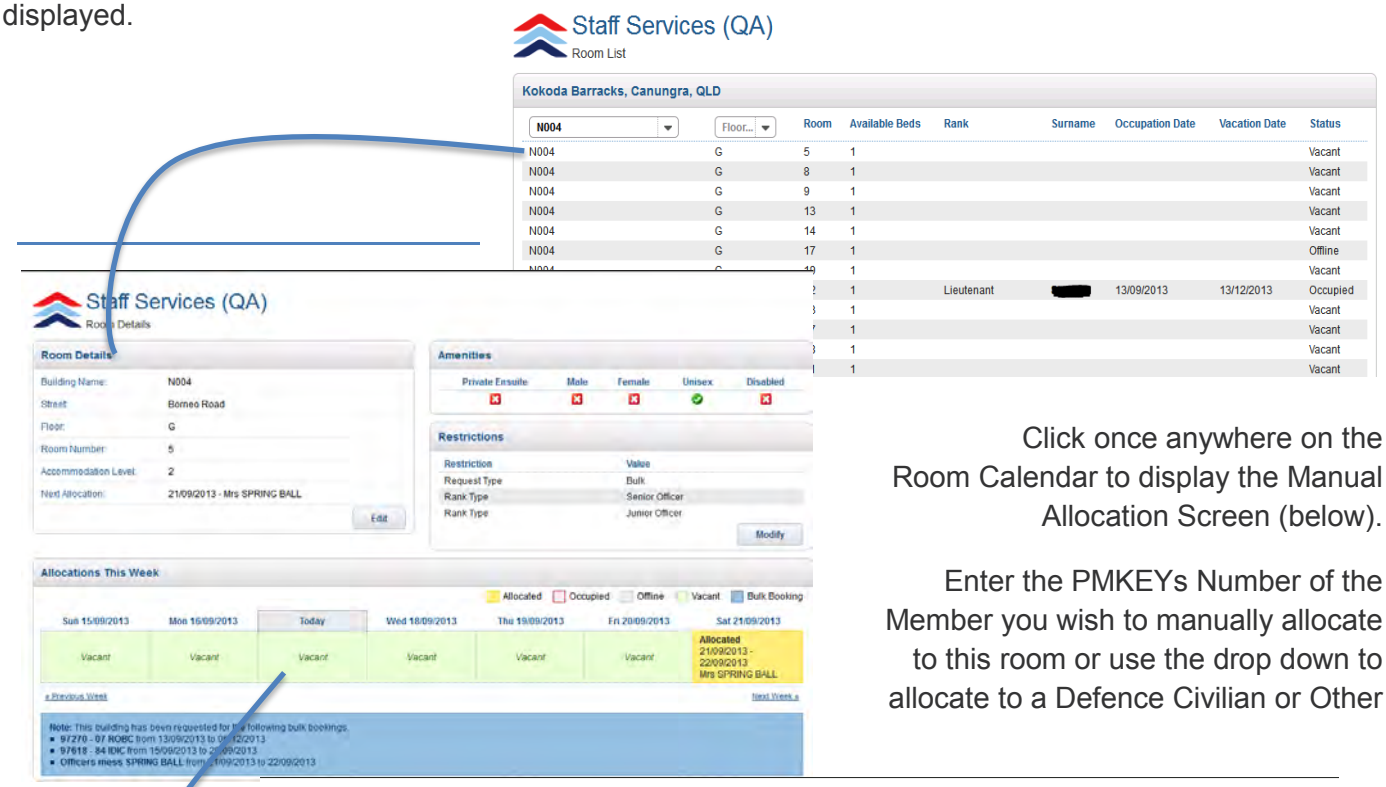
From an Unallocated Request

From the Unallocated Requests Report click on the booking you want to manually allocate to display the Request Details (below). Identify the room you wish to allocate from the Available Rooms list on the right hand side of the screen and click “Allocate Request”


Staff Services (QA)
Unallocated Requests
Unallocated requests at Kokoda Barracks, Canungra, QLD
Occupation Date
Vacation Date
Emp Id/Reference
Rank
13/09/2013 06/12/2013 8588975 Private Trainee
25/09/2013 26/09/2013 8221649 Warrant Officer C2
25/09/2013 26/09/2013 8236925 Warrant Officer C2
25/09/2013 26/09/2013 8592441 Lieutenant
22/09/2013 26/09/2013 8244214 Major
30/09/2013 11/10/2013 8561772 Sergeant
30/09/2013 11/10/2013 8242212 Sergeant
30/09/2013 11/10/2013 8260435 Major
30/09/2013 11/10/2013 8245808 Warrant Officer C2
Lieutenant Colonel
Request Details
Allocated No
Base: Kokoda Barracks, Canungra, QLD
Unit: DINTTC [KOKO]
Request Type: Bulk
Occupation Date: 13/09/2013
Vacation Date: 06/12/2013
Emp Id/Reference: 8588975
Rank: Private Trainee
Surname: Elleray
Gender: Female
Request Reason: I am attending a course
Marital Categorisation: MWOD
Mandatory:
Evicted:
Living In Meals:
Outstanding Issue Reason: Room Offline
Cancelled:
Remove Outstanding Flag
Cancel Request
Allocate Request
Available Rooms
Building Floor Room
N016 1 2
N016 1 7
N016 1 8
N016 1 9
N016 1 10
B040 1 17
B040 1 19
B013 (C and D Block) 3 4 (D)
B013 (C and D Block) 3 5 (D)
B013 (C and D Block) 3 6 (D)
B013 (C and D Block) 3 7 (D)
B013 (C and D Block) 3 8 (D)
B013 (C and D Block) 3 9 (D)
B013 (C and D Block) 3 11 (D)
B013 (C and D Block) 3 12 (D)
B013 (C and D Block) 3 13 (C)
B013 (C and D Block) 3 13 (D)
B013 (C and D Block) 3 14 (D)

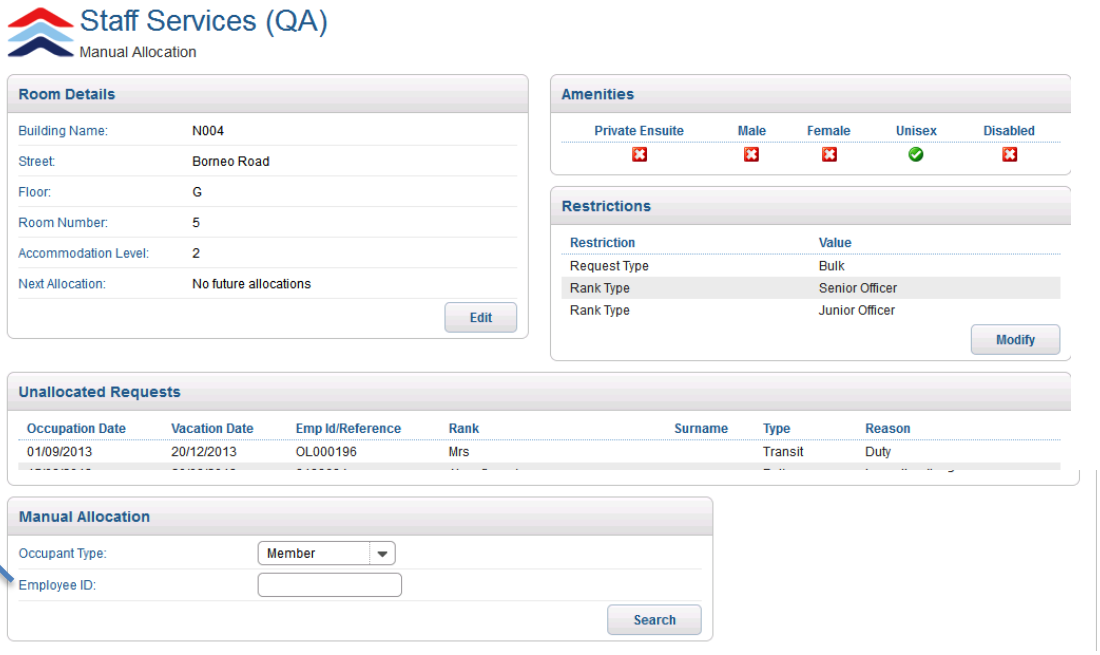
From the Room Details Screen

From the Rooms menu to display the Rooms List select the building you want from the drop down list and then click on the room you wish to make a manual allocation for. The Room Details screen will be displayed.

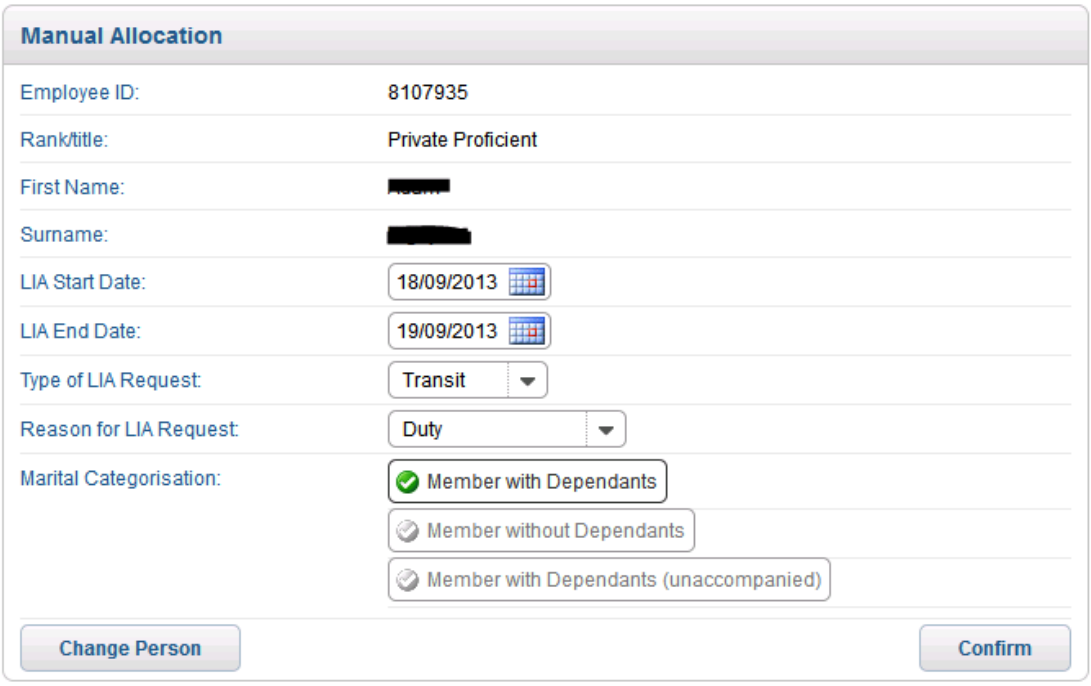


Click once anywhere on the Room Calendar to display the Manual Allocation Screen (below).

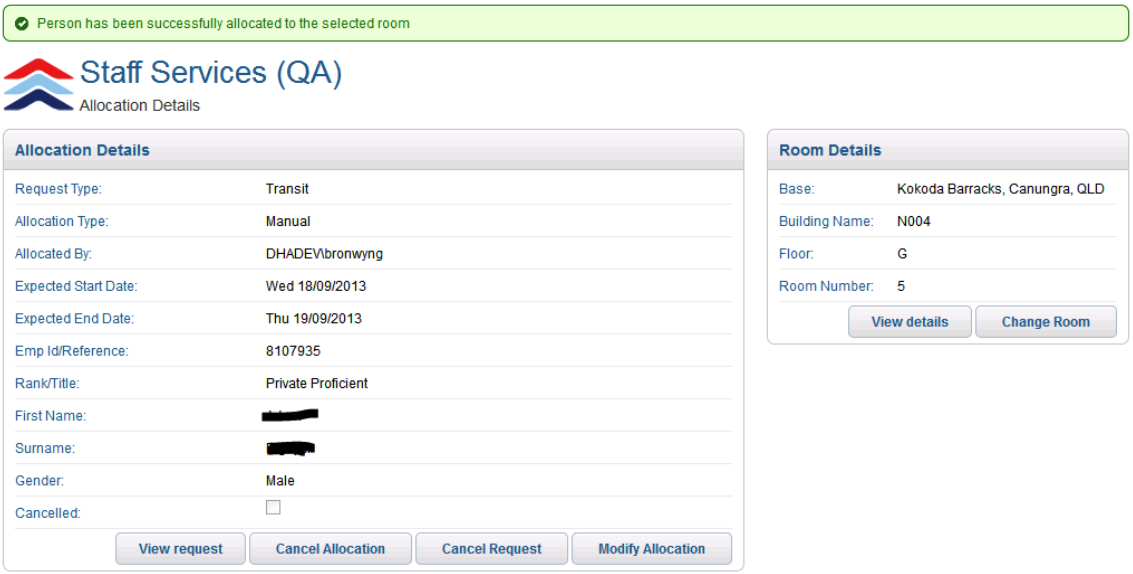
Enter the PMKEYs Number of the Member you wish to manually allocate to this room or use the drop down to allocate to a Defence Civilian or Other



To finalise the Manual Allocation, enter the start and end date, Type of LIA Request (from the drop down list), reason for LIA and click “confirm”.



Yellow warning messages will be displayed if your manual allocation contravenes any of the auto-allocation rules. These can be “clicked through”. The screen below will display to confirm the manual allocation has been completed.



Auto-Allocation

Why do it?

- When you want to make an LIA booking for someone else, for example: Member breakdown of marriage needs transit LIA accommodation, and
- You don't care which room is allocated, as long as it is in line with the room allocation rules.

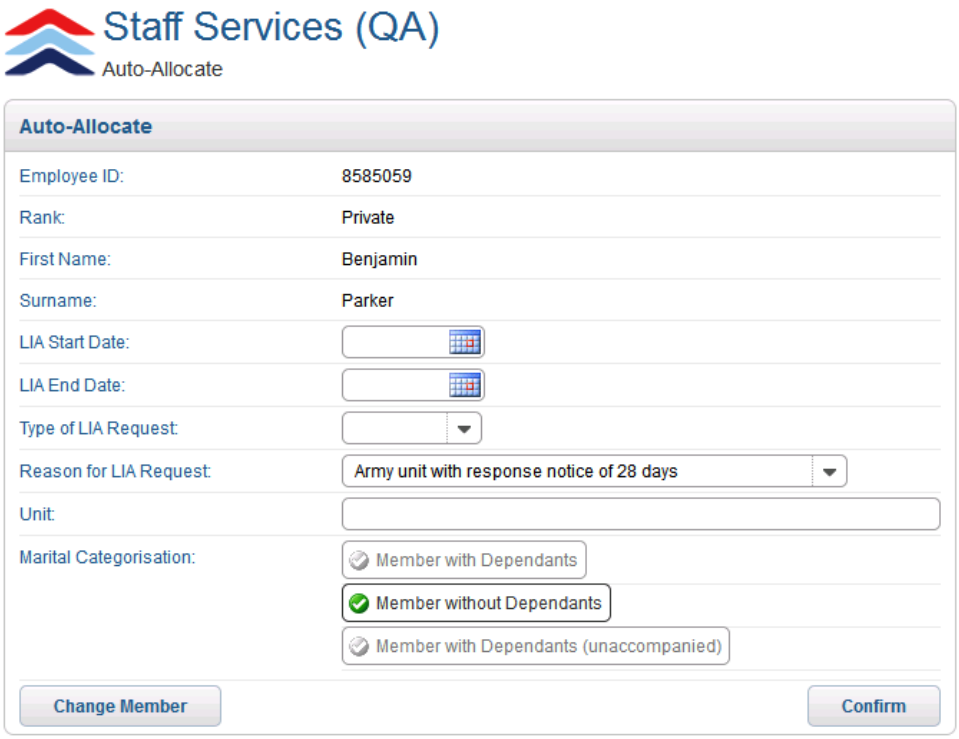
Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

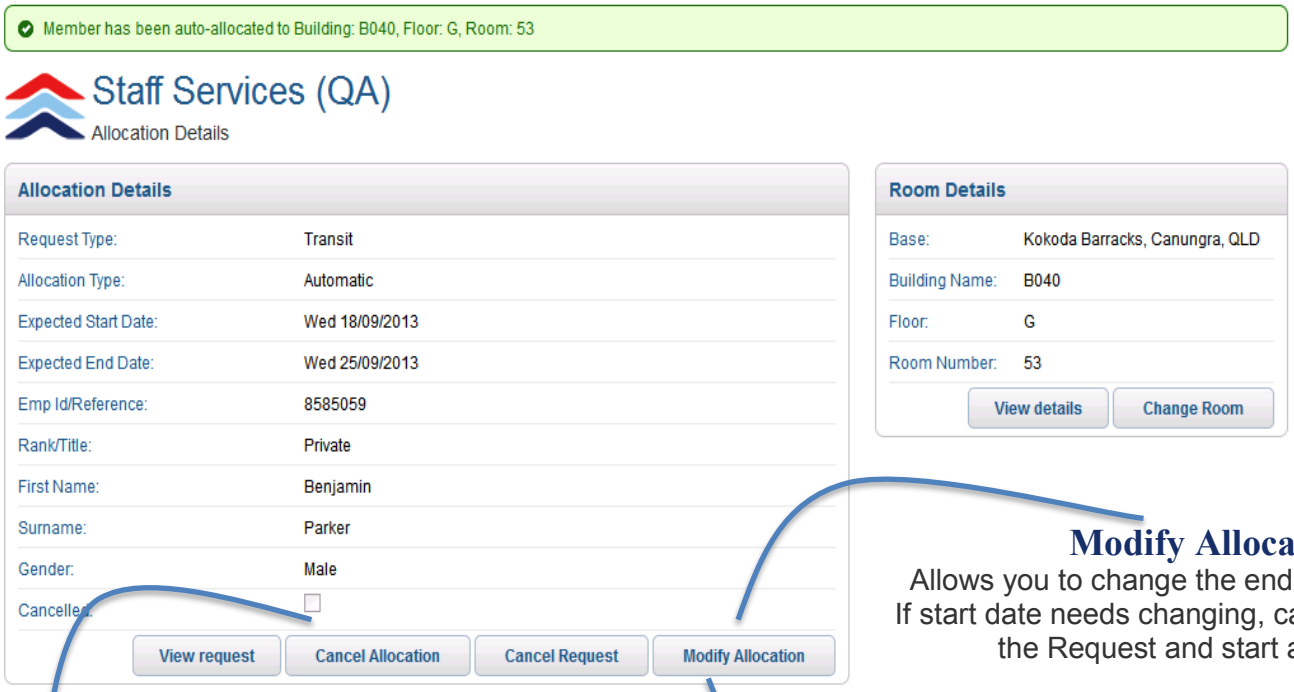
Service Providers and LEAP Concierge do not have the ability to make an auto-allocated booking.

How is it done?

From the LIA menu, select Auto-Allocate and enter the PMKeys number of the Member you wish to book a room for. The system will display the Member's rank, first name and surname. Enter the start date, end date, type of request (Permanent, Transit, etc), reason for LIA (from the drop down list) and specify the Member's Unit before clicking "confirm".



The screen below will confirm if a room has been allocated (if the start date is imminent) or if the request has been received and awaiting allocation. If the request is unallocated, it can be viewed and amended in the Unallocated Request Report.



Modify Allocation

Allows you to change the end date
If start date needs changing, cancel the Request and start again

Cancel Allocation

Retains the booking but tips the request back into the auto-allocation process
Do this when you don't want the Member to go into this room or require the room for another purpose

Cancel Request

Cancels the allocation and the booking as well
Do this when you don't want the Member on-base, or the booking is no longer required
If Permanent, Cancel Request will tip the Member to RA
Transit bookings will be issued a certificate of Nil LIA Availability

Evicting a Member

Why do it?

- To accommodate an incoming Mandatory Member where no other suitable LIA vacancy exists,
- At the Member's request as formal approval to live off,
- Member is promoted from one rank group to another, or
- Any time you want someone to vacate an occupied room.

TIP

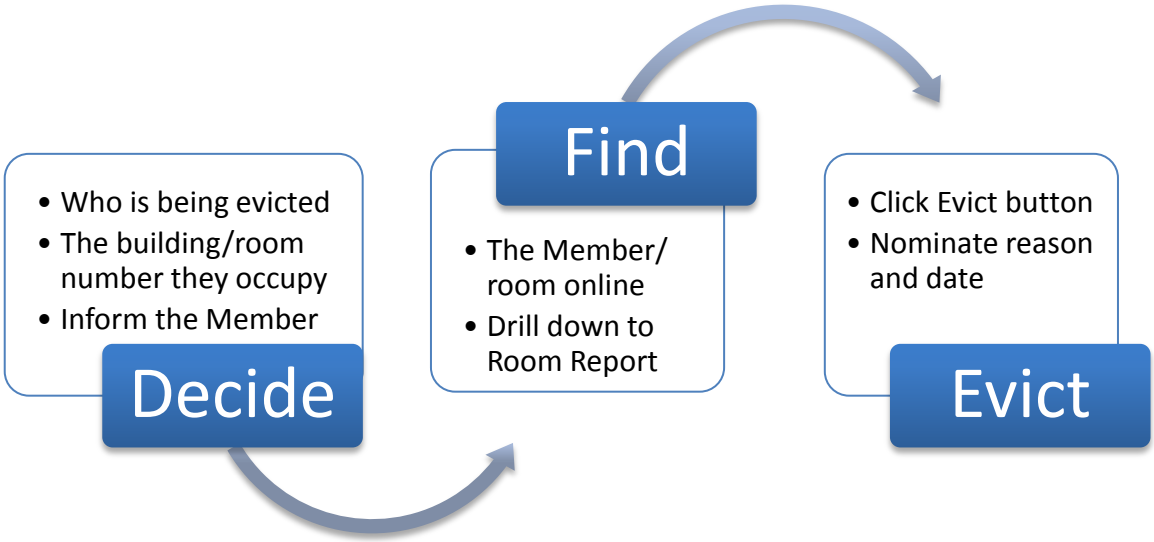
Ensure a representative from the Base or Unit informs the Member that they are about to be evicted before the eviction is completed on-line

The removal of Partial Rental Assistance under PACMAN Policy in July 2013 means that more Members are now eligible for full Rental Assistance earlier in their career and also reduces the requirement for Unit CO's to evict Members out of LIA in order to be eligible for RA.

Who can do it?

Under PACMAN the formal eviction is exercised only by Member's CO/OC or an XO or other officer above the rank of Major (E). In the BAS, this is Approving Authority. The delegate must be in the Member's direct chain of command or Commanding the base where the Member lives in.

How is it done?



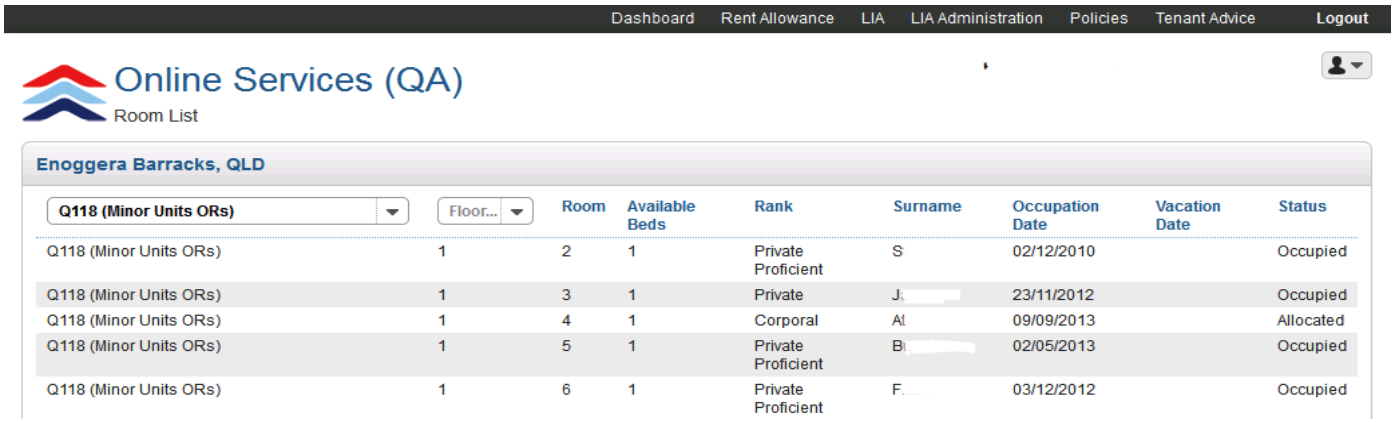
What happens next?

Once you action an eviction, the Member will receive an email from DHA confirming the eviction dates and advising the Member that they are now pre-approved for RA via DHA Online. A yellow alert message will appear at the top of the Room Details report until the Member vacates the room.

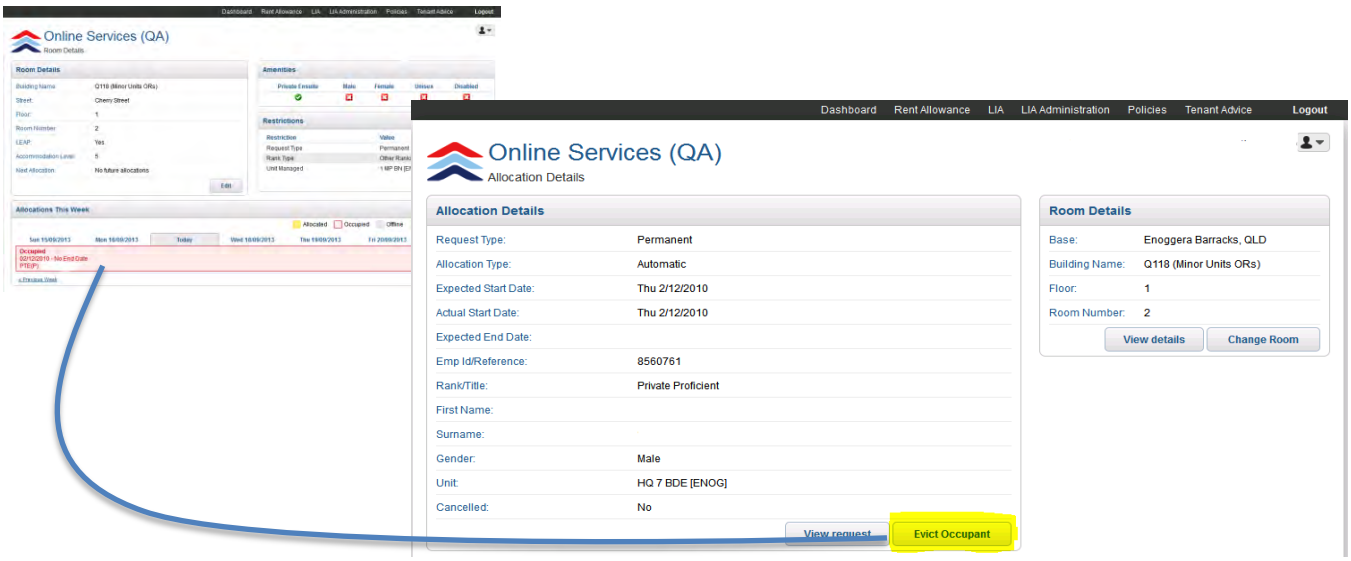
Evicting Member A to make way for incoming Mandatory Member B

You have **one hour** from the time you evict Member A to manually allocate Member B to the soon to be vacated room

1. Find the Member being evicted and click on the Room/Member details

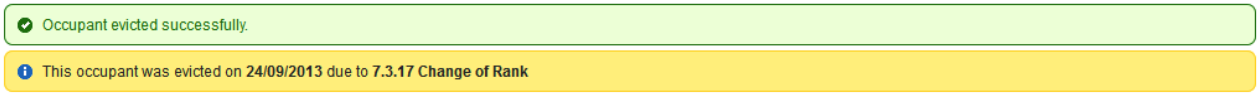


2. Click on the Red Occupied calendar entry, then Click Evict Occupant



3. Select reason for eviction and nominate date - 28 days minimum recommended

- Member approved to live-off (no removal)
- Change of Rank
- Licence to Live-in revoked
- LIA unsuitable
- No longer required to live-in
- Own home deemed suitable
- Refused right to retain during deployment



1.

Group/Bulk Bookings

Create a Bulk/Group Booking

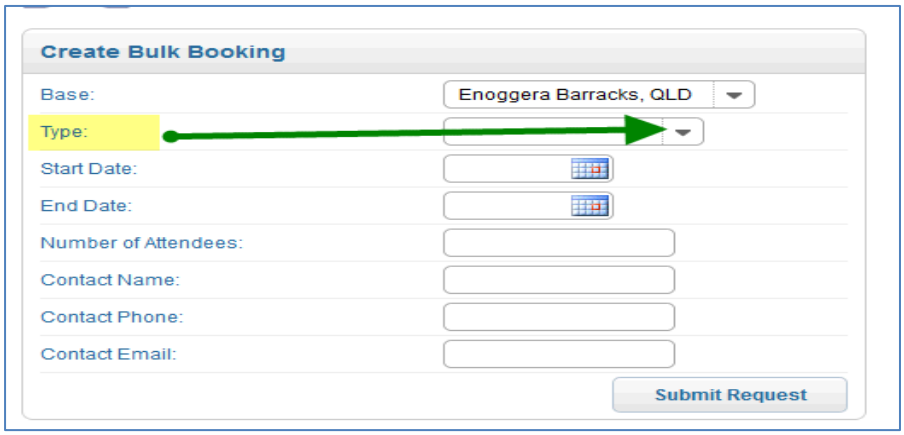
Who can do it?

On-base personnel who have a regular requirement to manage multiple group bookings for that site.

These people are assigned the Course Coordinator role. Course Coordinators can only make Group/Bulk bookings for their own site. Group/Bulk Booking requests for non-Course Coordinators can be made by telephoning or emailing the LIA Contact Centre.

How is it done?

From the LIA Menu Bar click on "Create Bulk Booking" and enter the information as shown below.



Type of booking: this will prompt you to advise either Course, Exercise or Other. Each Course booking must include a Course Type and Name:

Course Type: identify here if the activity is one with designated buildings (eg WONCO, Cadets, RAAFSFS, DINTCC etc). Just start typing to see which options are available. If no course type displays, the booking does not have designated buildings and you can enter whatever detail here to suit your needs.

Dates: start and end dates are mandatory

Number of Attendees: a number is mandatory but can be amended if needed. NOTE: it is better to revise down than up on numbers to ensure your booking remains achievable.

Contact Details: Ensure the details are suitable for contact during business hours.

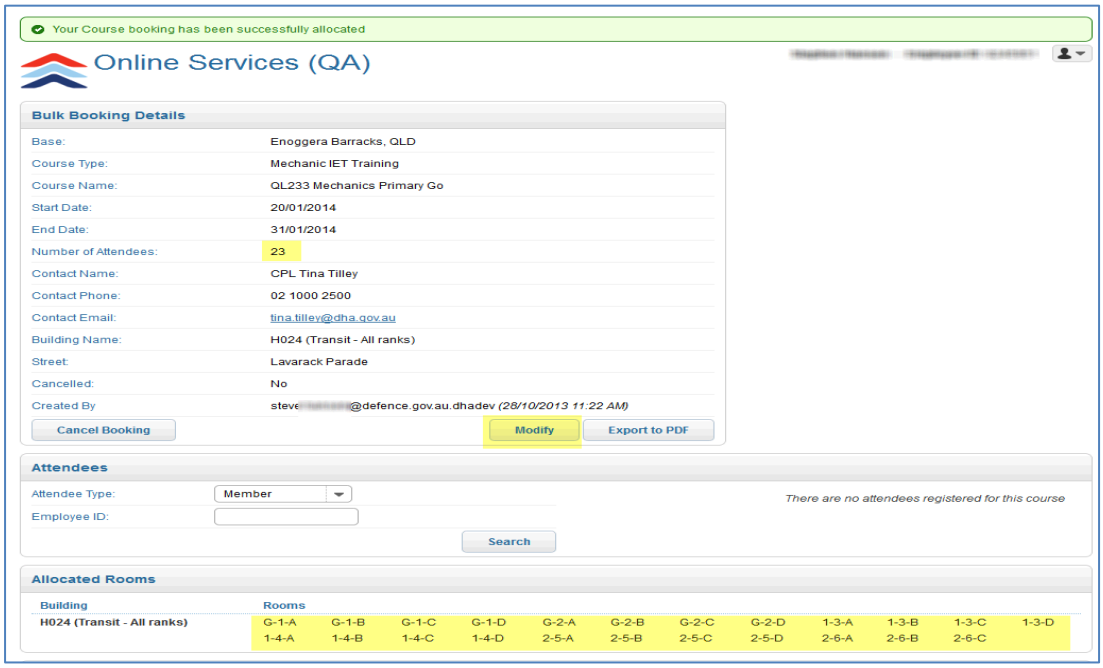
Auto-allocation according to Base Rules

On submitting a request for a Group/Bulk Booking, the system will determine if a suitable building is available according to the room rules that have been approved by BSM and SADFO.

If you have entered a pre-programed “Course Type”, your booking will be allocated according to the rules developed for that particular activity. If the course type is not one that has been pre-programmed, the request will either:

1. Be allocated according to generic Group/Bulk booking rules (see screen shot below), or
2. Be assigned to an “Awaiting Allocation status if insufficient rooms are available. If this is the case, the green message at the top of the screen will advise of this status.

Allocated Bulk Booking


Your Course booking has been successfully allocated
Online Services (QA)
Bulk Booking Details
Base: Enoggera Barracks, QLD
Course Type: Mechanic IET Training
Course Name: QL233 Mechanics Primary Go
Start Date: 20/01/2014
End Date: 31/01/2014
Number of Attendees: 23
Contact Name: CPL Tina Tilley
Contact Phone: 02 1000 2500
Contact Email: tina.tilley@dha.gov.au
Building Name: H024 (Transit - All ranks)
Street: Lavarack Parade
Cancelled: No
Created By @defence.gov.au.dhadev (28/10/2013 11:22 AM)
Cancel Booking
Modify
Export to PDF
Attendees
Attendee Type: Member
Employee ID:
There are no attendees registered for this course
Search
Allocated Rooms
Building
Rooms
H024 (Transit - All ranks)
G-1-A G-1-B G-1-C G-1-D G-2-A G-2-B G-2-C G-2-D 1-3-A 1-3-B 1-3-C 1-3-D
1-4-A 1-4-B 1-4-C 1-4-D 2-5-A 2-5-B 2-5-C 2-5-D 2-6-A 2-6-B 2-6-C

The Bulk Booking details includes the rooms allocated to the booking and building details. These details can be exported to a PDF document.

Amend a Group Booking

The Modify button will allow the following details to be changed:

- Course Name
- Start Date
- End Date
- Contact Name
- Contact Phone
- Contact Email

Changing Start or End Dates

There is no guarantee that the booking will stay in the same rooms when start and end dates are amended. Review the vacant room report to determine supply & demand for rooms before you make a change.

The Course Coordinator is not able to change the building allocation. Concerns about the building allocated to the booking should be raised with the LIA Contact Centre.

Group/Bulk Bookings that Require Ranks to be Segregated

Group/Bulk Bookings that requires separate accommodation for rank groups, you should make individual booking requests for the various rank groups as follows:

- Senior Officer
- Junior Officer
- SNCO
- Other Ranks

PMKeys & Room Allocations

Both Gender and Rank are identified in the BAS from PMKeys. Update your bulk booking with PMKeys as soon as you can (and no less than 5 days before the start date) to ensure members are accommodated appropriately

Arriving Early or Staying Later

Members who need to arrive before a bulk booking commences or leave after a bulk booking ends will need to make a separate LIA request for the additional days.

These additional days are not guaranteed to be in the same room as the bulk booking – so the member may have to move rooms at a point in time.

No PMKeys?

Enter details via “other”

Adding Attendees to Group Bookings

Why do it?

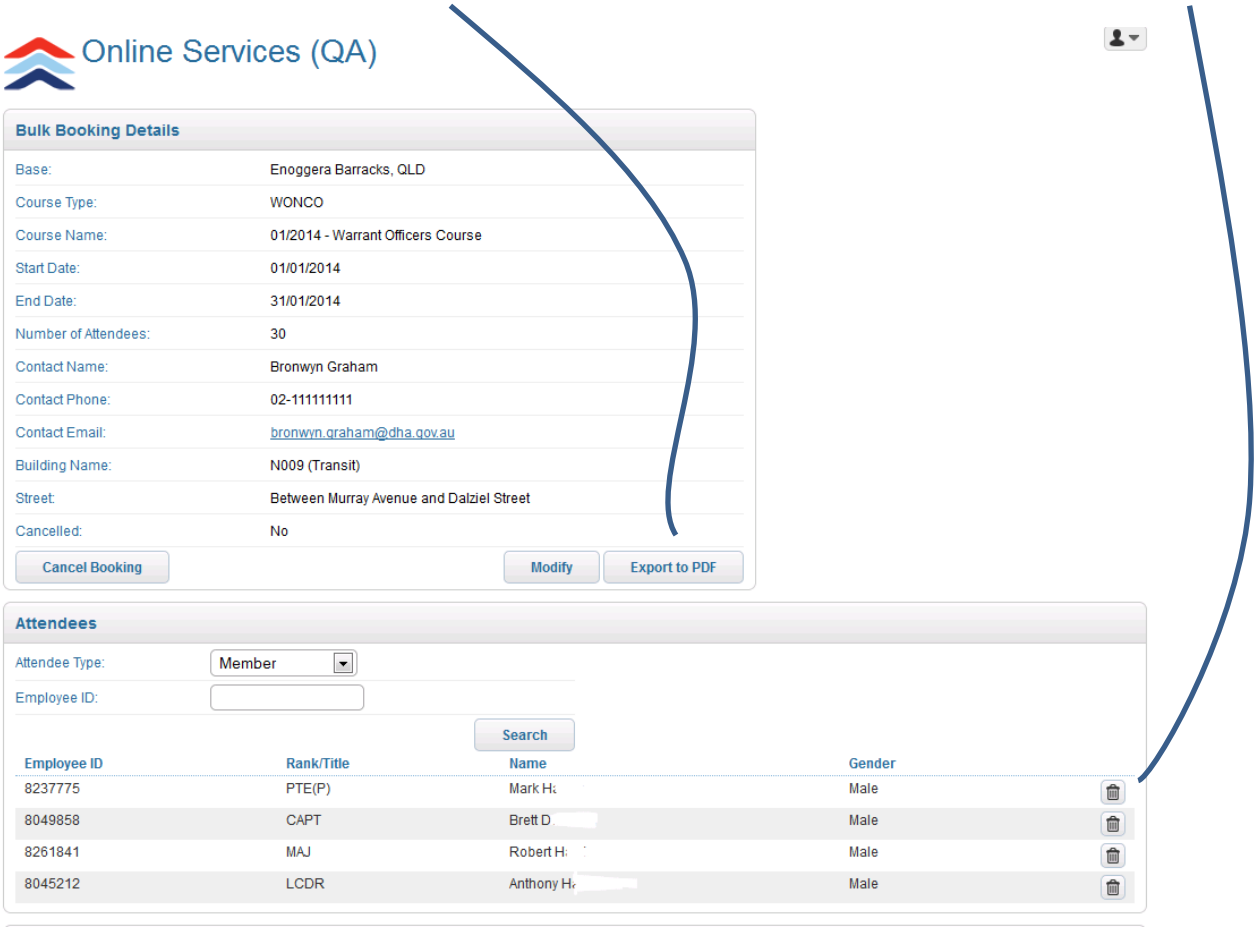
- Provide the Course staff with a summary list of where people are accommodated
- Allocate rooms according to Course sections
- Allow key packs to be prepared for individuals
- Ensure responsibility for the room is assigned to the occupant not the Course Coordinator

When should it be done?

Names can be assigned to the group booking at any time after it is created. Names should be finalised 5 days before the arrival date.

If names aren't provided, the beds will be assigned to the group booking name and the nominated group booking Point of Contact will be responsible for the keys and the condition of the rooms on departure. There is no guarantee of accommodating gender requirements under this circumstance.

You can also export the information to **PDF** and delete attendees by clicking on the **small bins** icon.



Assigning Names to the Group/Bulk Booking

Once a Group/Bulk booking is made, the Course Coordinator can assign individual names to show who will be occupying each of the allocated rooms.

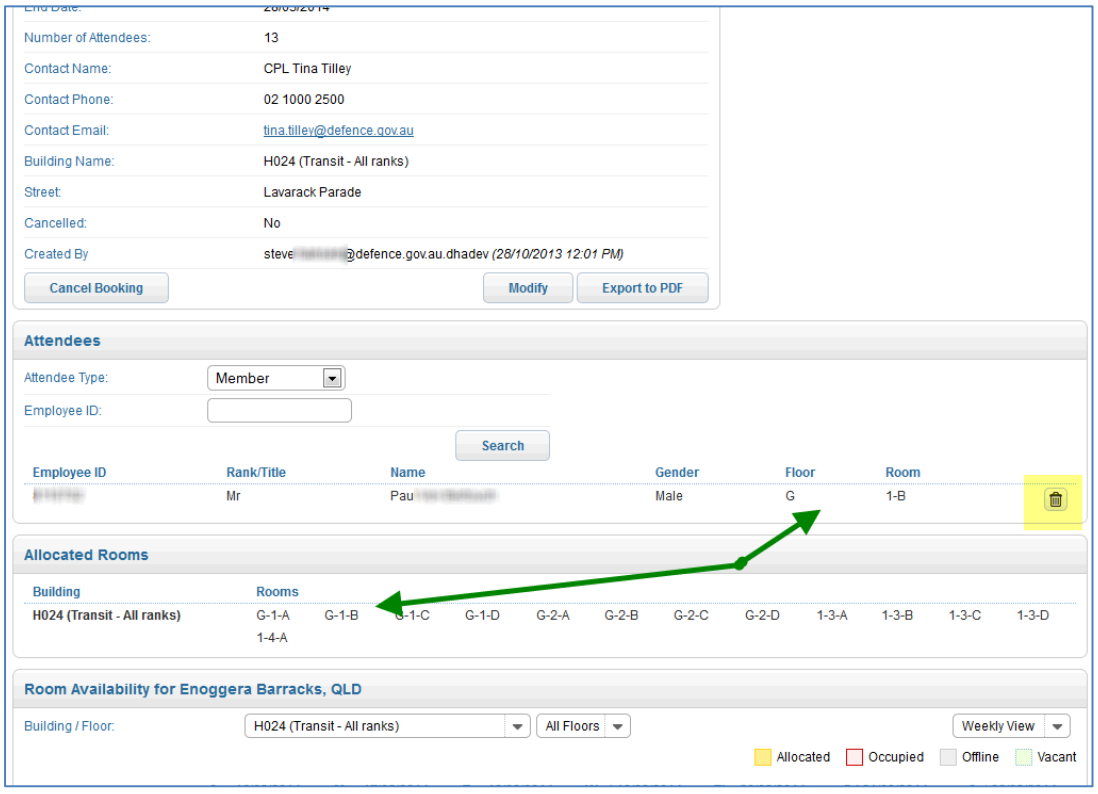
Course Coordinators are required to enter names into the system directly. ADF Members, Defence Public Servants and non-ADF Members (eg: foreign nationals or contractors) can be entered by selecting the relevant drop down option. ADF Members and Defence Public Servants are added using their PMKeys Number. Once an attendee is entered into the system, the allocated room will display next to their name *(see screen shot below)*.

Some Service Providers are NOT permitted to issue keys when individual names have not been provided.

Attendees can be deleted using the garbage bin next to their name. This will not reduce the beds assigned to the Group/Bulk Booking – this can only be done by amending the booking (see below).

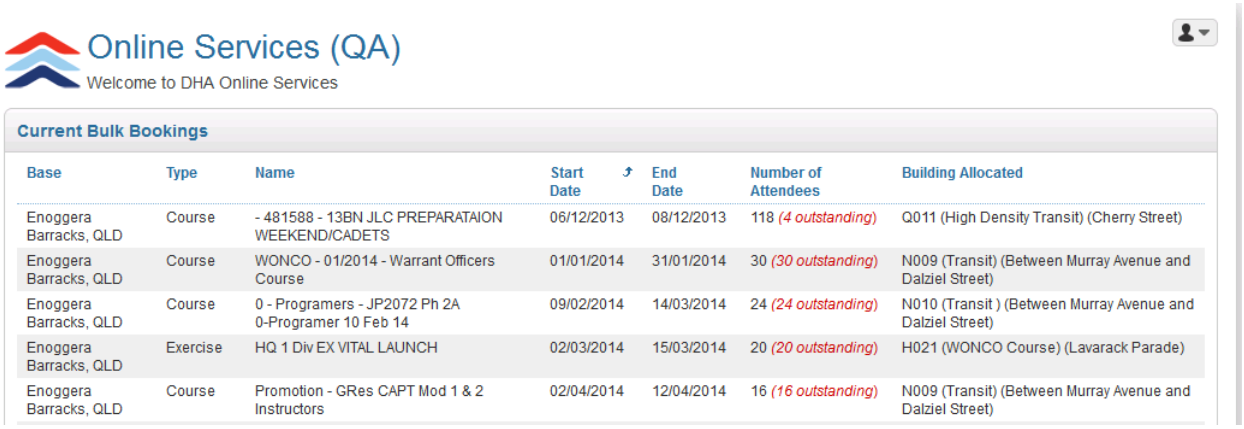
Where a Group/Bulk Booking has been made via the LIA Contact Centre, the activity POC can provide the names to the LIA Contact Centre who will enter the details into the system.

If names are not entered by the Course Coordinator or provided to the LIA Contact Centre 5 days before the start date, the system will automatically allocate the Course Name to the bed.



Course Coordinator Dashboard

Course Coordinators will have visibility of all group bookings at their base via the Course Coordinator Dashboard.



Base	Type	Name	Start Date	End Date	Number of Attendees	Building Allocated
Enoggera Barracks, QLD	Course	- 481588 - 13BN JLC PREPARATAION WEEKEND/CADETS	06/12/2013	08/12/2013	118 *(4 outstanding)*	Q011 (High Density Transit) (Cherry Street)
Enoggera Barracks, QLD	Course	WONCO - 01/2014 - Warrant Officers Course	01/01/2014	31/01/2014	30 *(30 outstanding)*	N009 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	0 - Programers - JP2072 Ph 2A 0-Programer 10 Feb 14	09/02/2014	14/03/2014	24 *(24 outstanding)*	N010 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Exercise	HQ 1 Div EX VITAL LAUNCH	02/03/2014	15/03/2014	20 *(20 outstanding)*	H021 (WONCO Course) (Lavarack Parade)
Enoggera Barracks, QLD	Course	Promotion - GRes CAPT Mod 1 & 2 Instructors	02/04/2014	12/04/2014	16 *(16 outstanding)*	N009 (Transit) (Between Murray Avenue and Dalziel Street)